



DINAS A SIR CAERDYDD  
CITY AND COUNTY OF CARDIFF

**COUNCIL SUMMONS**

THURSDAY, 27 OCTOBER 2022

**GWYS Y CYNGOR**

DYDD IAU, 27 HYDREF 2022,

You are summoned to attend a multi location meeting of the **COUNTY COUNCIL OF THE CITY AND COUNTY OF CARDIFF** which will be held at Council Chamber - City Hall, Cathays Park, Cardiff, CF10 3ND on Thursday, 27 October 2022 at 4.30 pm to transact the business set out in the agenda attached.

**Davina Fiore**  
**Director of Governance & Legal Services**

County Hall  
Cardiff  
CF10 4UW

Friday, 21 October 2022

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Promotion of equality and respect for others | Objectivity and propriety | Selflessness and stewardship  
Integrity | Duty to uphold the law | Accountability and openness

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<i>Item</i>		<i>Approx Time</i>	<i>Max Time Allotted</i>
<b>1</b>	<b>Apologies for Absence</b> <i>To receive apologies for absence.</i>	4.30 pm	
<b>2</b>	<b>Declarations of Interest</b> <i>To receive declarations of interest (such declarations to be made in accordance with the Members Code of Conduct)</i>		
<b>3</b>	<b>Minutes (Pages 9 - 36)</b> <i>To approve as a correct record the minutes of the previous meetings: 13 September 2022, 29 September 2022</i>		
<b>4</b>	<b>Public Questions</b> <i>To receive previously notified questions from Members of the Public.</i>		
<b>5</b>	<b>Petitions</b> <i>To receive petitions from Elected Members to Council.</i>	4.30 pm	5 mins
<b>6</b>	<b>Lord Mayor's Announcements</b> <i>To receive the Lord Mayor's announcements including Recognitions and Awards.</i>	4.35 pm	5 mins
<b>7</b>	<b>Annual Treasury Management Report 2021 - 2022 (Pages 37 - 62)</b> <i>Report of the Corporate Director Resources.</i>	4.40 pm	15 mins
<b>8</b>	<b>Local Authority Social Services Annual Report (Pages 63 - 412)</b> <i>Cabinet Proposal</i>	4.55 pm	15 mins
<b>9</b>	<b>Annual Wellbeing Report (Pages 413 - 704)</b> <i>Cabinet Proposal</i>	5.10 pm	15 mins
<b>10</b>	<b>Sixth Cardiff Local Development Plan Annual Monitoring Report (Pages 705 - 1006)</b> <i>Cabinet Proposal</i>	5.25 pm	15 mins

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11	<b>Cabinet Statements (Pages 1007 - 1046)</b>  <i>To receive statements from the Leader and Cabinet Members</i>	5.40 pm	45 mins
<b>Break (15 mins)</b>			
12	<b>Notice of Motion - 1</b>  <b>PROPOSED BY: CLLR LEONORA THOMSON</b> <b>SECONDED BY: CLLR JESS MOULTRIE</b>  <i>This Council deplores the economic chaos wrought by the Chancellor's September 'mini-budget' which resulted in</i> <ul style="list-style-type: none"> <li>• <i>Sterling crashing to its lowest ever value against the dollar, pushing up the cost of imports</i></li> <li>• <i>Interest rate rises and the withdrawal of hundreds of mortgage products</i></li> <li>• <i>Liquidity threats to several major pension schemes, prompting a multi-billion, taxpayer-backed, Bond buy by the Bank of England to "restore market functioning"</i></li> </ul> <i>all of which directly worsened the already significant impact of the Cost of Living Crisis on Cardiff residents.</i>  <i>The Council notes with concern that the 'mini-budget' provided no new support for public services, and further notes that the subsequent decision to postpone the Spending Review will result in a significant real-terms cut to Council budgets, at a time when we are dealing with both unprecedented inflationary pressures and a surge in demand for services, noting as well that £300 million has already been cut from this Council's budget as a result of a decade of austerity.</i>  <i>In particular, the Council expresses extreme concern that the budget gap facing the Council in the next financial year now stands at £53 million, and will result in deep cuts unless the UK Government commits to properly funding public services in all 4 nations.</i>  <i>The Council welcomes the work Cardiff Council is undertaking to best support residents at this challenging time - including establishing warm spaces in our hubs, strengthening money advice and into work services, expanding support to help homelessness, and the</i>	6.40 pm	30 mins

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*establishment of a Cost of Living Taskforce to co-ordinate help with other partners - but also recognises that even more help will be needed if the UK Government fails (as threatened) to increase benefits in line with inflation.*

*The Council resolves*

- *To declare a Cost of Living emergency in recognition of the unprecedented financial pressures facing residents and Council services*
- *To promote and publicise the support the Council and partners are offering in response to the crisis*
- *To condemn the Government's recent mishandling of the UK economy, and to call on the Prime Minister and Chancellor to properly fund Public Services including Councils*
- *To support the principle that those most able to pay – whether individuals or corporations - should shoulder the greatest burden in responding to the Cost of Living Crisis and balancing the nations' finances*
- *To request Cabinet provide the Council with a regular updates as to the impact of the Cost of Living crisis on the delivery of Council services, and on our work to help the most vulnerable in our City*

**13**

**Notice of Motion - 2**

**PROPOSED BY: CLLR MARGARET LEWIS**  
**SECONDED BY: CLLR JACKIE JONES**

1. *Since the arrival of SS Empire Windrush at Tilbury Docks on 22nd June 1948, the people, now affectionately known as the Windrush Generation, are those who answered the call of the UK to help rebuild a war torn and battle-weary country.*
2. *Many of the Windrush Generation settled and were welcomed in Cardiff, with the expectation of being in Cardiff for generations. Despite being settled for decades, many have been negatively impacted by the new Nationalities and Borders Act 2022.*
3. *Council notes Cllr Ebrahim's motion passed by Cardiff Council in October 2018 calling upon the Council's Cabinet to explore how best the Council can provide advice, help and support to those individuals and their families affected by the negative impact of the 2014 Immigration Act, which encouraged them to come*

7.10 pm

30 mins

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*forward so that the Council can help secure their right to remain in the UK and allow them to live here in Cardiff, confident of their immigration status.*

4. *Cardiff Council supports the passing of a Windrush Act at Westminster which:*
  - a. *Places a duty on public bodies to reduce race disparities for outcomes in their work as exposed by the*
  - b. *UK Government's Race Disparity Audit and the Cardiff Race Equality Task Force Report.*
  - c. *Establishes a Commonwealth community cohesion fund, which will come from existing budgets, for the development of projects for the residents of UK and the Commonwealth to tackle disparities and rebuild social and economic ties of communities damaged by the Windrush scandal such as those communities in Cardiff.*
  
5. *Since the Cardiff Race Equality Task Force Report marks 'the beginning of our city's efforts to end long-standing racial injustices for good' and provides a road map to implementing the goal of (inter alia) 'creating a more equal capital city across our public services, voluntary sector and within our communities', in line with the Welsh Government's Anti-Racist Nation by 2030 policy:*

*The Council RESOLVES:*

1. *To support the passing of a UK Windrush Act that supports Cardiff residents.*
  
2. *To appoint a Windrush Lead Member on the Council who will:*
  - a. *Advocate for families impacted by Windrush and current legislation.*
  
  - b. *Provide a first point of support for Cardiff victims of the Windrush scandal and those negatively affected by the Nationalities and Borders Act 2022.*
  
  - c. *To promote and support a network of legal, social and voluntary sector organisations to provide an effective service for Cardiff residents affected by the Windrush Scandal and the Nationalities and Borders Act.*

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	3. <i>To raise our awareness of the impact of the new Nationalities and Borders Act 2022 on communities.</i>		
14	<b>Oral Questions</b>  <i>To receive oral questions to the Leader, Cabinet Members; Chairs of Committee and/or nominated Members of the Fire Authority.</i>	7.40 pm	80 mins
15	<b>Urgent Business</b>		
<b>Unopposed Council Business</b>			
16	<b>Committee Membership (Pages 1047 - 1050)</b>  <i>Report of the Director of Governance and Legal Services and Monitoring Officer</i>	9.00 pm	
17	<b>Appointment of Parent Governor Representatives to Children &amp; Young People Scrutiny Committee (Pages 1051 - 1052)</b>  <i>Report of the Director of Governance &amp; Legal Services and Monitoring Officer</i>		
18	<b>Written Questions</b>  <i>In accordance with the Council Procedure Rules, Rule 17(f) Written Questions received for consideration and response will be included as a record in the minutes of the meeting.</i>		

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City Council of the City & County of Cardiff  
13 September 2022

1

THE COUNTY COUNCIL OF THE CITY & COUNTY OF CARDIFF

The County Council of the City & County of Cardiff met at County Hall, Cardiff on 13 September 2022 to transact the business set out in the Council summons dated Wednesday, 7 September 2022.

Present: County Councillor Hinchey (Lord Mayor)

County Councillors Ahmed, Ahmed, Ash-Edwards, Berman, Boes, Bowen-Thomson, Bradbury, Bridgeman, Brown-Reckless, Burke-Davies, Carr, Carter, Chowdhury, Cowan, Cunnah, Davies, Derbyshire, Driscoll, Ebrahim, Elsmore, Ferguson-Thorne, Gibson, Goodway, Green, Gunter, Henshaw, Hopkins, Humphreys, Hunt, Jenkins, Jones, K Jones, Owen Jones, Joyce, Kaaba, Lancaster, Latif, Lent, Lewis, Lister, Littlechild, Lloyd Jones, Mackie, McEvoy, McGarry, Melbourne, Merry, Michael, Molik, Moultrie, Naughton, Owen, Palmer, Jackie Parry, Proctor, Reid-Jones, Robinson, Robson, Sangani, Sattar, Simmons, Singh, Stubbs, Taylor, Huw Thomas, Thomson, Lynda Thorne, Waldron, Weaver, Wild and Williams

53 : APOLOGIES FOR ABSENCE

Councillors: Dilwar Ali, De'Ath, Lay, Livesy, Shimmin, Wong and Wood.

54 : DECLARATIONS OF INTEREST

There were no declarations of interest.

55 : MOTION OF CONDOLENCE

The Council was summoned to attend an Extraordinary meeting of the County Council of the City and County of Cardiff which had been convened as a matter of special urgency with the agreement of the Chair of Council.

Motion of Condolence

Proposed by: Councillor Huw Thomas  
(Leader of the Council)

Seconded by: Councillor Adrian Robson  
(Leader of the Opposition)

The Council expressed its deep sadness at the death of Her Majesty the Queen and offered its sincere condolences to His Majesty the King and other members of the Royal Family.

The Council recognised Her Majesty's enduring commitment to public service and duty, including her support for many Welsh charities and organisations, and her lifelong association with Wales and its people.

## THE COUNTY COUNCIL OF THE CITY & COUNTY OF CARDIFF

The County Council of the City & County of Cardiff met at County Hall, Cardiff on 29 September 2022 to transact the business set out in the Council summons dated Friday, 23 September 2022.

Present: County Councillor Hinchey (Lord Mayor)

County Councillors Ahmed, Dilwar Ali, Ash-Edwards, Berman, Boes, Bowen-Thomson, Bradbury, Bridgeman, Brown-Reckless, Burke-Davies, Carr, Carter, Chowdhury, Cowan, Davies, De'Ath, Derbyshire, Driscoll, Ebrahim, Elsmore, Gibson, Goodway, Green, Gunter, Henshaw, Hopkins, Humphreys, Hunt, Jenkins, K Jones, Owen Jones, Joyce, Kaaba, Lancaster, Latif, Lay, Lent, Lewis, Lister, Littlechild, Livesy, Lloyd Jones, Mackie, McEvoy, McGarry, Melbourne, Merry, Michael, Molik, Moultrie, Naughton, Owen, Palmer, Jackie Parry, Proctor, Reid-Jones, Robinson, Robson, Sangani, Sattar, Shimmin, Simmons, Singh, Stubbs, Huw Thomas, Thomson, Lynda Thorne, Waldron, Weaver, Wild, Williams and Wood

### 1 : APOLOGIES FOR ABSENCE

Councillors Ali Ahmed, Cunnah, Ferguson-Thorne, Jackie Jones, Taylor and Wong.

### 2 : DECLARATIONS OF INTEREST

The following declarations of meeting were received in accordance with the Members' Code of Conduct

Councillor	Item	Nature of Interest
Mackie	Item 9 - Maindy Park Trust – Establishment of Independent Advisory Committee	Prejudicial – Local Authority Governor at Cathays High School
Weaver	Item 9	Prejudicial – Local Authority Governor at Cathays High School
Chowdhury	Item 9	Personal – son attends Cathays High School
McEvoy	Item 10 – Cabinet Statement – Social Services	Personal – For professional reasons
Green	Item 11 – Notice of Motion	Personal – employed by organisation who focus on Climate Change
Chowdhury	Item 11	Personal – works with Public Health Wales
Naughton	Item 14 - Cardiff Bus – Reappointment of Independent Non Executive Directors	Personal – Family Member in receipt of a Cardiff Bus Pension
Lay	Item 14	Personal Interest – Chair and Non Executive Director, Cardiff Bus

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Owen Jones	Item 14	Personal Interest – Non Executive Director, Cardiff Bus
Davies	Item 14	Personal Interest – Non Executive Director, Cardiff Bus
Hunt	Item 14	Personal Interest – Non Executive Director, Cardiff Bus

### 3 : MINUTES

The minutes of the 21 July were signed and approved as a correct record subject to amending the attendance record for the meeting, Councillor Latif was present at the meeting.

### 4 : PUBLIC QUESTIONS

Public Question 1 – Mr Ruben Kelman

Does the Council support housing developments on greenfield sites?

Reply – Councillor De’Ath

Mr. Coleman the answer to your question is yes, the adopted Cardiff Local Development Plan allocates land for strategic greenfield development sites at the edge of the city.

Supplementary Question- Mr Kelman

That completely contradicts the Council’s Stronger Fairer Greener agenda. There’s nothing stronger about building houses without infrastructure, there is nothing fairer about four and five bed executive homes that only a select few in this city can afford and there’s nothing greener about building on vast swathes of this city’s limited green fields. I just wanted to know does the Cabinet Member really think that these developments are a) the best thing for Cardiff and b) the best thing for the environment and the future of our planet?

Reply – Councillor De’Ath

I do Mr. Kelman I do to be honest with you and I think you know that was just a bit of footage for Twitter and that’s fine but in Cardiff the majority of developments are on brownfield sites 65 percent on brownfield sites and only 35 percent on greenfield sites. We are legally obliged by the government to look at both brownfield and greenfield sites, we obviously have a preference for brownfield but some of the greenfield sites we use its poor quality farmland you know we are absolutely committed to protecting the quality areas of our city. The Cardiff North Councillors particularly Councillor Hunt and MS Julie Morgan have campaigned vigorously to protect the green belt around the city known as the green wedge, but our priority by having a mix that we have is to deliver as much affordable housing as possible as some of the houses Councillor Thorne has been delivering that are absolutely superb quality, not just carbon neutral but carbon positive feeding back energy into the grid meaning those residents there don’t have any bills at all. We’re bringing to life the Socialist maxim only the best for the working class Mr Kelman and of that I am very very proud.

Public Question 2 – Mr Graham Getheridge

In March the Council gave planning consent for an arena on the car park of County Hall paying little regard to local residents. With the predicted budget shortfall of 29 million in the next financial year and a reported 34 million being paid in interest each year, in the current climate how can Members justify committing nearly 25 million potentially going up to 60 million eventually to the Arena development instead of local services that are under increasing pressure and in this light what assurances can the council give that the arena and the wider master plan will be completed fully and on budget.

Reply – Councillor Goodway

The indoor arena is as you will be aware a private sector development that the Council is facilitating to enhance the city's event infrastructure. The Council believes that it is an important development for the local economy with the potential to bring in over 100 million of gross value added per year providing a very welcome boost to businesses in the city centre and Cardiff Bay. The Council's approach to the funding of the Arena is innovative but cost neutral to the Council and therefore does not affect the Council's ability to deliver local services. The Council is aware of the concerns expressed by residents at Atlantic Wharf but overall the Council is persuaded that the project has the support of most residents across the area. I want to emphasise that the concerns of residents are well understood and the Council will do all it can to ensure that the operation of the arena has the minimum impact on those residents.

Supplementary Question- Mr Getheridge

So the claims made in terms of jobs and revenue are very ambitious, my question is when are you going to show the tax payers of Cardiff the evidence for these claims?

Reply – Councillor Goodway

Well when we take the project forward the developer will set out in detail its economic impact assessments and things like that and they will be available in the public domain. I must say though that in the week that we've seen the UK government indicate that the answer to our problems has to be economic growth, then it's projects like this that are absolutely essential to delivering that growth, so for all our sakes we have to, on the basis of this UK government agenda, we need infrastructure projects like this to proceed.

5 : PETITIONS

The following petitions were received

Councillor	Number of Relevant Signatures	Nature of Petition
Carter	113	Calling on the Council to reconsider the policy and reduce the distance criteria from 3 miles to 2.5 miles for free home to school transport
Lewis	86	Calling on the Council to review how it responds to noise issues from Cardiff Bay Owners and residents

## 6 : LORD MAYOR'S ANNOUNCEMENTS

The Lord Mayor congratulated and thanked 'Team Cardiff', after the sad death of the late Queen Elizabeth II, for ensuring all of those high profile events at Llandaff Cathedral; the Bay; the City Centre; and inside the Castle all went smoothly and safely. Feedback from the public, our Third Sector and Charitable organisations who met the King & Queen Consort inside the Castle, and our many distinguished guests was exceptional. Many events that had been cancelled are now back in the diary and have been re-arranged.

Members and the public were advised of the passing of former Fairwater Councillor Derek Rees. Derek was a Member of the Fire Authority and a highly respected former Head Teacher in Cardiff. Our condolences go to Derek's family and friends.

The Lord Mayor congratulated Councillor Owen and Mrs Fran Jones on the birth of their baby son Taran.

The Lord Mayor thanked

Thank you to Councillors Michael Michael, Peter Bradbury and Sean Driscoll for arranging this years charity cricket match at St Fagans Cricket club. The Lord Mayors II came away with a clear victory over the Officers team. With sponsorship, the event raised around £1500 pounds for our Lord Mayors Guide Dogs Cymru appeal, so thank you to everyone involved. It was a lovely evening.

It was lovely to have been invited to be the guest of honour at various India, Bangladesh and Pakistan independence and commemorative days. It is a clear reminder that Cardiff is a thriving, vibrant and multi cultural city. Other events attended were the South Wales Fire & Rescue Long Service Awards and a number of local community groups and events.

Looking forward, I would like Members to reach for a pen and note some of the dates

- Black History Wales is holding an event this Saturday at St Fagans National Museum of History between 11am and 5pm. See Councillor Margaret Lewis for further details.
- The Cardiff Marathon is being run this Sunday and so good luck to all those running, including Councillor Merry and Craig Green who is raising money for our Guide Dogs appeal.
- Councillor Norma Mackie has kindly arranged a Quiz & Curry Night at the lovely Gareth Edwards Lounge in the Arms Park next Saturday evening Oct 8<sup>th</sup> at 7pm. (see poster). This will be a good opportunity for former councillors and new Members to get to know each other better, socialise and support the Lord Mayors Guide Dogs appeal (yes there will be some real Guide Dogs and their owners joining us). You can come alone, join a team on the night or form a community team yourself. This will be a fun night, open to anybody and everybody is welcome - so please share this on you social media page

- Slips on your benches provide the details of our LM Guide Dogs appeal, if you would be kind enough to make a donation, share the details into your community pages or arrange a local event. I would be pleased to try and come along and support but please give as much notice as possible.
- And finally congratulations to Councillor Michael who is 70 years young today!

7 : GOVERNANCE & AUDIT ANNUAL REPORT 2021-2022

Council received the Governance & Audit Annual Report for 2021-2022 which outlined the work of the committee.

The Vice-Chairperson Mr Gavin McArthur moved the report.

RESOLVED:

The recommendations in the report were NOTED.

8 : CORPORATE PARENTING ADVISORY COMMITTEE ANNUAL REPORT  
2021-2022

Council received the Corporate Parenting Advisory Annual Report 2021-2022, which outlined the work of the committee.

Councillor Sarah Merry moved the report.

RESOLVED:

The recommendations in the report were NOTED.

9 : MAINDY PARK TRUST - ESTABLISHMENT OF INDEPENDENT ADVISORY  
COMMITTEE

This report asked Council to consider the recommended establishment of an independent advisory committee to advise the Cabinet, in its capacity as sole trustee of the charitable trust, Maindy Park, in relation to a land exchange proposed by the Council in its statutory local authority capacity.

There was one Amendment to the report from the Liberal Democrat Group.

Councillor Huw Thomas proposed the report.

Councillor Goodway seconded the report.

Amendment 1 – proposed by Councillor Wood and seconded by Councillor Waldron:

***Additional recommendation to read:***

Council recommends that Cabinet halt progressing projects relating to the disposal of land at Maindy Park - namely the provision of new school buildings and the development of the International Sports Village - until which point the Charity

Commission issues a determination in relation to an application to dispose of Trust land, or Cabinet decide to no longer pursue the disposal of the aforementioned land.

The Lord Mayor opened the item for debate.

Councillor Huw Thomas confirmed the amendment was not accepted.

The Lord Mayor called a vote on amendment. The vote was LOST.

The Lord Mayor called for a vote on the recommendations. The recommendations were APPROVED.

RESOLVED: Cabinet AGREED on 28<sup>th</sup> September to recommended to Council to approve the establishment of a Maindy Park Trust Advisory Committee, with the membership and terms of reference set out in paragraph 6 of this report.

## 10 : CABINET STATEMENTS

### [Leader's Statement](#)

The Leader responded to questions relating to:

- Death of Her Majesty Queen Elizabeth II and Accession of His Majesty King Charles III
- Llanishen and Lisvane Reservoirs Visitor Hub

### [Tackling Poverty, Equality & Public Health Statement](#)

Councillor Sangani responded to questions relating to:

- Covid-19 Booster Vaccination Programme (Autumn 2022)
- Welsh Government HIV Action Plan Consultation

Councillor Bradbury responded to questions relating to:

- Cost of Living Support

### [Transport & Strategic Planning Statement](#)

Councillor De'Ath responded to questions relating to:

- City Centre Transport Projects
- Cycleway 1 Update
- School Streets
- APSE – Cardiff Bereavement Services

### [Deputy Leader & Education Statement](#)

Councillor Merry responded to questions relating to:

- Food and Fun
- UNICEF Child Friendly City

### [Climate Change Statement](#)

Councillor Wild responded to questions relating to:

- Recycling Strategy 2022-25 – Cleaner and Greener



#### Culture, Parks, Events & Venues Statement

Councillor Burke-Davies responded to questions relating to:

- Summer Events Programme
- Christmas 2022
- Green Flag Awards 2022
- Community Engagement in Parks

#### Finance, Modernisation & Performance Statement

Councillor Weaver responded to questions relating to:

- Financial Update
- Wales Interpretation and Translation Service (WITS)

#### Housing & Communities Statement

Councillor Thorne responded to questions relating to:

- Community Safety Update
- Providing Warm & Welcome Spaces
- Increased Demand for Homelessness Services

#### Investment & Development Statement

There were no questions for Councillor Goodway.

#### Social Services Statement

Councillor Mackie responded to questions relating to:

- Inspection of Community Resource and Internal Supported Living Homecare Services
- Supporting Hospital Discharge

## 11 : NOTICE OF MOTION

The Lord Mayor noted that a Notice of Motion proposed by Councillor Choudhury and seconded by Councillor Dilwar Ali had been received for consideration.

The Lord Mayor invited Councillor Choudhury to propose the motion as follows:

**As the worst flooding to hit South Asia in living memory leads to over 70% of the land submerged in northeast region of Bangladesh with more than 7 million people displaced, more than 1,100 people killed in Pakistan this summer while thousands more are injured and displaced, we are reminded once again of the devastating impacts of climate change. Having declared a climate emergency in 2019 Cardiff Council:**

- Recognises that now more than ever before we are linked to people and environment across the world and that our choices and behaviour can make a significant difference in saving lives, livelihood as well as in averting global public health and environmental crisis.

- Notes that whilst people in the more affluent nations in the world are responsible for the majority of global carbon emissions, people in the poorer nations will suffer the most devastating impacts. Building the resilience through adaptability, social justice and sustainable development is critical for tackling climate injustices.
- Note that countries like Bangladesh are highly vulnerable to rising sea level, drought and stronger cyclones. For example, it is estimated that by 2050 sea level around Bangladesh could rise by 50cm and that would mean the country losing 17% of its land with homes, schools and in some instances the entire villages being lost. That will displace over 20 million people.
- Notes that the city of Cardiff has a long history of settlement from south Asia with 3rd/4<sup>th</sup> generation now being born and growing up here. As over 70% of Sylhet in the northeast has been submerged in the recent flood, many of the Bangladeshis in Cardiff who originate from Sylhet are extremely concerned about the survival and welfare of family, relatives and friends.
- Applauds the efforts of groups such as European Action Group on Climate Change in Bangladesh (EAGCCB) and the wider community efforts in Cardiff and beyond, who are coming together to raise awareness as well as funds to rebuild the lives and communities.
- Refers to our commitment to One Planet Cardiff – a strategic response to the climate emergency and commends all the efforts that are being made to keep us on track to meet our targets for carbon emissions.
- Has a responsibility under the Well-being of Future Generations (Wales) Act 2015 to act in a globally responsible way. From Africa to the Middle East, Philippines, Japan, Australia and Germany, no region will be spared from the catastrophic impacts of climate change. The science is unequivocal; a global increase of 1.5C above the pre-industrial average and the continued loss of biodiversity risk catastrophic harm to health that will be impossible to reverse. Urgent, society-wide changes must be made and to create a fairer and healthier world.

Cardiff Council resolves to:

1. Raising awareness about the devastating impacts of climate change and our call to action to change attitudes, mindset and behaviour through meaningful engagement. We commit to being a globally responsible city and ensure our approach to tackling climate crisis acknowledges the interconnectivity and interdependency of the world we live in.
2. Support the development of global citizenship by:

- a. Promoting Eco-schools and other educational interventions to engage schools and to empower young people to be ethically informed citizens of Wales and the World as part of the new national curriculum.
  - b. Investigate partnering with projects overseas where the impacts of the global climate crisis are being felt, for example in the tropics.
  - c. Create opportunities to share, exchange and learn from environmental experts through inclusive interactive sessions in schools and workplaces on practical steps we can all take to mitigate the impacts of climate change and build resilience.
  - d. Recognise that learning to be responsible global citizens requires people to understand the need to consider the impact that their choices will have on the environment and people around the world and how their actions can make a difference.
  - e. Encouraging more people to become 'carbon literate' so people can make informed choices about our own carbon footprint and understand the impact of climate change.
3. Support and promote the ambition for Cardiff to become carbon neutral and the actions we can all take, including:
- a. Using more sustainable travel options such as cycling, walking and public transport
  - b. Producing less waste and reusing and recycling wherever we can
  - c. Being mindful of the energy we use in our homes and businesses
  - d. Embrace diversity through a public engagement and participation strategy so that all residents of Cardiff can share the aspiration and desire for creating a greener, stronger and fairer city we can all take pride in.

The Motion was formally seconded by Councillor Dilwar Ali

The Lord Mayor invited debate on the motion.

The Lord Mayor invited Councillor Choudhury to respond to the issues raised during the debate.

The Lord Mayor called for a Vote on the Motion as moved by Councillor Choudhury and seconded by Councillor Dilwar Ali.

The vote on the Motion was CARRIED.

## 12 : ORAL QUESTIONS

Councillor Williams to Councillor De'Ath

Following a public consultation in 2021 residents and businesses voted to keep Castle Street open to private vehicles. Following Welsh Government intervention in September 2022, Cardiff Council is now considering whether Castle Street should be

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closed to private vehicles. Businesses and residents will be adversely impacted if Castle Street is closed to private vehicles and this risks passporting pollution into residential areas, so before any decision is taken to close Castle Street, will the Cabinet Member agree to a local referendum for residents in Grangetown and Riverside to vote on whether Castle Street should close to private vehicles.

Reply – Councillor De’Ath

I think you are very slightly mischaracterising what we have done. If you recall we've reopened Castle Street on an interim basis so we can gather more data post covid and do more modelling and we will make a final decision on that in the new year and hopefully you'll be the first to know.

Supplementary Question- Councillor Williams

I thank my good friend Councillor De’Ath for assuring me I'll be the first to know about proposals to close Castle Street because of course I'm going to go out and I'm going to tell businesses in our city centre because they are fearful of the prospect of closing Castle Street to private vehicles and you should be too Councillor De’Ath because there is a risk that we would be passporting harmful levels of pollution to the residential areas. Why is it that you are not listening to residents who voted to keep Castle Street open? Is it because you want to keep Welsh Government happy are they the real decision makers here?

Reply – Councillor De’Ath

We are reliant on data and modelling as the Cabinet Labour Group and the left and centre-left more generally we practise something called evidence-led policymaking. Now I know that's not your thing I know that's not Liz Truss's thing, you're a big Liz Truss guy and that's fine, I'm not sure what determines your decision making processes, I don't know if it's events of astrological significance but on the left and the centre left we use empirical evidence and we use the scientific method and of course I love Grangetown, I'm a Grangetown guy you know that and we will be putting Grangetown first and Cardiff first in whatever decision we make on Castle Street.

Councillor Berman to Councillor Goodway

I hope Councillor Goodway realises that there's actually a slight typo in my question it should have said reverse not relevant reserves, so the question is actually 'What is the council strategy to reverse the increasing economic decline being witnessed in Queen Street as demonstrated by increasing numbers of empty shop units?'

Reply – Councillor Goodway

The Councillor will be aware that earlier this year Cabinet approved the city centre recovery action Plan that outlined the Council's response to the national and international trends impacting city centres post pandemic. The plan was based on the wider city recovery strategy and provided details of specific actions the Council is taking in response to the challenges that city centres face. There has been a global shift in the role that city centres now play across the world and locations like Queen Street are in a period of transition however until last Friday I was confident that Queen Street will remain a vibrant high street. I know that Councillors are excited about the work that the council is already taking to support the area around Queen

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Street most notably the development of the Canal Quarter which is a project that specifically aims to support businesses at the north-western part of the city centre. In addition, the Economic Development team is undertaking work to directly promote the city as a location for retail and hospitality as well as providing direct support to local businesses. This has included working with a number of new occupiers on Queen Street one of which is the new Monmouthshire building society branch to open shortly. So despite the challenges the Authority centres are facing following the pandemic footfall figures show that patronage on Queen Street is regularly exceeding pre Covid levels. The Council is mindful of the impact the current cost of living challenges could have on the retail sector, however I am confident that the council strategy will ensure that the city centre will continue to support thousands of jobs for people across Cardiff and the City region.

Supplementary Question – Councillor Berman

I think the Councillor talks a good talk and we keep hearing about our footfall being up and are doing well compared to other city centres but if you walk down Queen Street it's looking increasingly desperate. You know greater numbers of empty shops we are getting the kind of businesses taking up some of the shop units that you wouldn't expect to see on you know our most prestigious shopping streets. I suppose the question is have you initiated some kind of crisis summit of getting different stakeholders together to actually develop some kind of strategy to reverse this now whether it is the case that we can keep all of the shop units is shops or whether we diversify I don't know but I think what we need to do is have some sort of summit to try to find a way forward and are you doing that?

Reply – Councillor Goodway

I am grateful to the Councillor that he acknowledges I talk a good talk as I've made a career out of it but don't take my word for it of course we talk with other stakeholders and I have to say that I was speaking to one of Cardiff's retail property experts Phil Morris of E J Hales only this week and I have to say that like us Phil is extremely bullish about Queen Street and its future and he indicated he had a list of clients waiting for space to become available to set up operations in Queen Street and he told me that he was happy for him to be quoted if I needed to do so. He also commented that the recent negative article in Wales Online re Queen Street did not have any input from the professional property sector in Cardiff and if it had it would not have been negative so this is not just me Councillor talking a good talk this is me reflecting the views of people that know about these things far better than you or I.

Councillor Livesy to Councillor De'Ath

When the Council's Planning Committee in May 2020 approved the planning application for the new Pentyrch surgery in the village of Rhydlafer some two miles outside of Pentyrch the consequence was that the existing surgery in Pentyrch would close. In reaching its decision the planning committee discussed in some detail the problem of there being no public transport between the two villages without which anyone who did not have access to transport of their own would not be able to use the surgery in Rhydlafer. The planning committee's decision was influenced by a commitment by the Council to meet with the developer with a view to overcoming the access problem. More than two years have passed without any news on this very important transport issue hundreds of residents of Pentyrch and Rhydlafer remain

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both angry and frustrated over the decision and apparent lack of interest by the County Council. Can you please provide a detailed report on what steps were taken, when, and the conclusion reached following the Planning Committee's decision to resolve this transport problem.

Reply – Councillor De'Ath

I have been informed that limited 106 funding has been agreed with the developer to support an improved transport link to the new GP surgery however the development of the surgery has been delayed as a result of Covid 19. Current Welsh Government emergency bus scheme funding for the bus industry makes it difficult to change existing bus services however prior to the relocation of the GP surgery officers will be investigating potential options for serving the new site.

Supplementary Question Councillor Livesy

Would the Council help influence any bus transport solution while learning from mistakes made Gwaelod Y Garth and sending oversized buses through a small village and a similar narrow road.

Reply – Councillor De'Ath

I mean we want the best service for your residents , we have to do all we can and work with local members to get the best results.

Councillor Bowen Thompson to Councillor De'Ath

The Burns report '1 metro, 1 network, 1 ticket' November 2020, highlighted the importance of a network of alternatives to give people and businesses new credible transport options that do not involve the motorway or the use of a car as well as the creation of a new SE Wales rail backbone increasing the number of stations between Cardiff and the River Severn. Do you agree that the creation of flexible accessible rail stations provide a vital contribution to improving the environment reducing emissions increasing economic investment and helping towards the creation of a healthier and more prosperous Cardiff and region?

Reply – Councillor De'Ath

I absolutely agree with everything you say and our transport strategy recognises the value of creating new railway stations. The Council works closely with the Burns delivering unit the Welsh government body responsible for the recommendations of the Burns report and the potential for new rail stations in the corridor between Cardiff and Newport and of course the additional Cardiff Parkway development in your ward is something we absolutely want to see.

Supplementary Question – Councillor Bowen Thompson

St Mellons Parkway as mentioned is a mainline station and is a welcomed development within my ward of Trowbridge and St Mellons, which I, along with my fellow Labour ward councillors have supported and we are really pleased that Cardiff Council granted planning permission for this. However, following that permission, Welsh government on the 23rd November 2021 issued a direction under article 18 of the Town and Country Planning order in respect of this application and this prevents Cardiff Council from granting planning permission until the call-in processes concluded. We are now nearly a year on and a decision on whether or not to call in

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the application is yet to be made. What is the Council doing to help ensure that this vital provision delivers for my residents and people in the region.

Reply – Councillor De’Ath

You know I think St Mellons is really lucky to have three such tenacious Councillors fighting its corner. You've been into me lobbying and I have been into the Leader and we're making every representation we can to Welsh Government to get this over the line, it's something we really think would benefit the city as well as St Mellons.

Councillor Littlechild to Councillor Lister

When the recent Local Authority Social Services' annual report was published, on page 14 it highlighted the increase and consistency of children being placed in unregulated placements. How many children and young people does this affect under the care of Cardiff Council and what age are those housed in unregulated placements?

Reply – Councillor Lister

Unfortunately it hasn't actually been published yet, that was report that went to Scrutiny it will be coming to Cabinet and Full Council next month and I will be more than happy to discuss it in more detail then but just to give you some assurances that every single unregulated placement we have in Cardiff has got robust oversight from management and they are a last resort that we look to but we inform Care Inspectorate Wales as soon as possible and we keep in touch with them throughout placement.

Supplementary Councillor Littlechild

Can you assure the Council that there are no children under the age of 16 being housed in unregulated placements?

Reply – Councillor Lister

I don't need Councillors in the Chamber saying Yes or No when I stand up to answer s question thank you, but what I would say Councillor is although we wouldn't normally give the individual ages and I will confirm that there are some children between the ages of 11 and 16 that there are in these placements and that's why we've got robust oversight and support going into them.

Councillor Carter to Councillor Thorne

What steps are the Council taking to protect tenants who engaged in Council homes swaps?

Reply – Councillor Thorne

Thank you Councillor Carter as I've already set out in my reply to your written question on this subject all social housing exchanges are currently governed by the Housing Act 19 85 which sets out essential criteria for the approval of such exchanges. Secure tenants have a statutory right to exchange under this legislation. Managers must check and authorise exchanges to ensure correct procedure fairness and adherence to legislative requirements. For Council properties a number of investigations are completed including safeguarding and property condition checks. Additional action may be taken to ensure that the exchange aligns with tenant needs

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such as prior agreement of any repairs that need to be completed prior to the exchange, engage with the Occupational therapist or requesting references from other landlords. Applicants are always strongly advised to visit the at the property before finalising an exchange and if the property is in poor decorative condition but both parties still wish to proceed all tenants required to sign an agreement to this effect. A new mutual exchange advice leaflet is currently being drafted to ensure that exchange applicants are able to make informed decisions regarding property exchanges.

Supplementary Question – Councillor Carter

I think you've said the legal standpoint very clearly what the Council should and shouldn't be doing. My concern is that with all that in mind, how is it that we have systems where we have tenants moving into properties in my ward, in good faith only to find the properties are in an awful state of repair and Council officers supposedly signing things off and then actually individuals themselves being left in harm's way. My concern is that some of our council tenants are incredibly vulnerable, we have a duty as landlords to look after these people and I know this is something Councillor Thorne cares very passionately about yet I'm worried the processes that we have in place possibly staffing related issues I don't know, have because these cracks too to emerge and things to slip through the net and I think we need to double down as an Authority to make sure that we can protect these vulnerable tenants would the Cabinet Member agree with me on that?

Reply – Councillor Thorne

Councillor Carter no I wouldn't agree, the issue is that it is up to those individuals and we do an inspection and things are agreed between both parties but when you visit a property which is finished with wardrobes against walls and all sorts of things people very rarely look behind and I've had the same complaints hence the reason for setting out a fact sheet and telling people what they really need to look out for. The other issue is that when people move, and they leave a lot of rubbish behind as well in gardens and everything. So it is difficult because this is an agreement between the two tenants and this is not agreement with the Council it is an agreement between 2 tenants and what I wanted was the fact sheet to make sure that those people who are considering an exchange, actually we highlight some of the pitfalls and some of the things that they need to look out for but very often people who are in desperate need for housing or in desperate to be moved closer to families, they walk into a home fully finished it looks wonderful and empty it looks dreadful and I do feel for them but we have to have some sort of formal process and that's what we do and we are trying and will continue to try to improve it to make sure that people are not left in a dreadful situation.

Councillor Gibson to Councillor Burke-Davies

I am certain that this Chamber is delighted with the Welsh National football team and its long-awaited qualification to take part in the World Cup. I thought so, a belated congratulations to the team. My question is are there any plans in place for Cardiff City Council to organise or make provisions for outdoor or partially covered fans zones?

Reply – Councillor Burke-Davies

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The council is continuing to work with the Gwyl Cymru festival this is a 10-day event to bring communities together as part of Wales World Cup campaign and is being promoted by the FAW and is in partnership with the Arts Council of Wales. There is currently an open call for any company or organisation wishing to show Wales World Cup fixtures to submit their event details to Gwyl Cymru to sign up on the website, they will receive assistance, such as marketing materials, videos, playlists and social media assets to support the promotion of their events and the closing date for that is the 19th of October. In Cardiff so far Clwb Ifor Bach and Chapter have both signed up for their participation and work is ongoing to widen the level of participation and engagement across the city.

Councillor Kate Carr to Councillor Merry

Will you join us in congratulating Molly Fenton and the Love Your Period campaign for their work. It's inspiring to see the efforts being made to ensure young women have dignity in managing their periods through access to free sanitary products. What more can Councillors and school governors many of whom are here do to ensure the products on offer reach all students as intended?

Reply – Councillor Merry

Thank you Councillor Carr for giving me an opportunity to congratulate Molly for the campaign that she's been running on this issue and I very much welcome that. I like many women I'm sure in this room have been in exactly that position of not having money on me for sanitary products and rolling up tissue paper in a desperate attempt that you will remain secure until you actually have the money to go out and buy sanitary pads and nothing can feel more humiliating to anybody than being in that position. Schools have been provided with products we have provided them too with receptacles so they can be in the toilet, you don't want to speak and find another person if you need a sanitary towel or a tampon you don't want that, you need it then and there and you need it to be available. Every single governor in this room can bring this up in your governing bodies and make sure that your schools are following the guidance that they have been given and are making those products that they have accessible. I don't want to hear about any school saying they don't need more products if your school isn't accepting more supplies you should be asking them why they're not needing more supplies, bring it up, ask them and that's the duty that every single person in this room who was a school governor can take back it is a simple thing please do it.

Councillor Cowan to Councillor Wild

Why are there stacks of blue bins at Lamby Way and what was the cost of them? Are the Council planning to collect the blue bins distributed to households during the original glass recycling pilot? What was the total cost of this redundant scheme?

Reply – Councillor Wild

Each of those blue caddies cost around £3.90 and they've been used as part of the trials we've been running to inform our new recycling strategy for glass jars and bottles. The results from this trial were really encouraging showing that collecting glass in this way not only reduce contamination in are general recycling but also meant we save significant sums of money as we can then sell on the much better quality glass. As you will have seen in the recent recycling strategy we have just

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approved the caddies will actually be needed now to collect glass bottles and jars in the roll out across the rest of Cardiff.

Supplementary Question Councillor Cowan

Councillor Cowan could not here the Chamber so said she would submit her questions in writing.

Reply Councillor Wild

Thank you and just to say to Councillor Cowan that I'm very happy to meet with you to talk about this and especially as and when Rhiwbina comes forward as part of the next roll out it would be really good to speak to you. I know you do a good job with the recycling and waste in your area so be really good to speak about the concerns of residents and make sure they understand the changes we are making and why we're making them,

Councillor Procter to Councillor Huw Thomas

Can the Leader give an update on the plans for the Llanishen reservoir?

Reply - Leader

Thank you Councillor Procter for your question. It was good to join you and Councillor Hunt early this month to see in person the good progress is being made by Welsh Water to deliver the new visitor hub at Llanishen and Lisvane reservoirs which contributes to a long-standing manifesto commitment of this administration and our manifesto in 2017 indeed to return sailing Llanishen reservoir. I now understand that highways and drainage details are progressing following the planning approval in September of last year, with construction work expected to be completed next spring. I'm sure you'll agree with me that the new facilities will provide an excellent visitor destination and I am very much looking forward to seeing sailing return and other sports as well including Wild Water swimming being available at this new facility.

Supplementary Question Councillor Procter

Thank you and I do agree with you Leader and it was great to see the site a few weeks back with yourself and my ward colleague Garry Hunt and it's really great as well to see that Labour Council investment has allowed the reservoir to finally come back into use and also thanks to the Reservoir Action Group, Cardiff North MS Julie Morgan, former Llanishen Councillors Phil Bale and Julie McGill and also parent Councillor Gary Hunt who were all able to stop the Site of Special Scientific Interest becoming a large development on site. Prior to the site being drained in 2010, the reservoir was home to The Llanishen sailing centre as you pointed out which opened in 1974. Olympic gold medal winner Hannah Mills trained here setting her up to be Wales most successful female Olympian. Do you think that we now have the potential to train more gold medal winners from Cardiff.

Reply - Leader

Thank you Councillor Procter for your question and it's good to see sport being participated in at all levels in this Chamber. I very much hope that we'll see future medal winners emerge from Cardiff in all sports and it wouldn't be helpful if I didn't point out that the sailing medals that we have had from Cardiff residents as you say dating back to the 1970's, nearly 50 years of sailing at Llanishen reservoir of course that sailing provision has actually transferred to Cardiff Bay and is still to this day

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being delivered by Cardiff Council staff and even after this new facility opens in Llanishen, that service will still continue in Cardiff Bay. It will mean even more opportunities for the people of Cardiff to hone their skills on the water thank you.

Councillor Robson to Councillor Huw Thomas

Councillor Thomas with Cardiff failing to bid to be the host City for Eurovision 2023 what action will the Cabinet take to ensure that any future opportunities to host a worldwide event at short notice can be accommodated?

Reply – Councillor Huw Thomas

Thank you Councillor, I was a little surprised by your question because I know through your attendance at our cabinet meetings over the last five years you would know through the music strategy report that's taken through Cabinet of our ambition to create a complete music ecosystem for live music making in Cardiff. You will know and indeed you have supported or expressed your support for this administration's plans to deliver an indoor arena in Cardiff Bay which will have a capacity of upwards of 15,200 plus, events every year, 100 million pounds worth of GVA uplift and a million-plus visitors into the city and in fact an arena of that size actually better fits the requirements of an event like Eurovision. I think it was always going to be a different sort of event had they chosen to use the Principality Stadium. We've got and you know a superlative reputation as a major event city here in Cardiff, that team Cardiff approach of Cardiff Council, the Police all coming together as we saw indeed during the visit of the King early earlier this month, but I take your question is an endorsement really of our strategy to deliver that Arena, recognising it as the missing piece in our cultural infrastructure and I only wish Councillor Robson that some other Members of your group could show the same level of support to our ambition for Cardiff.

Supplementary Question Councillor Robson

Thank you for that answer but my question referred to at short notice which is the key bit I think that you missed in your initial answer and one thing that was disappointing when Cardiff decided not to bid was the Principality Stadium was already used for other events which were scheduled. However with an opportunity such as this was it would be not be wise to look to get some events moved or postponed until after Eurovision. I look at Liverpool for example which has made the final two they're looking to postpone Magic Mike whatever that is but also Sir Elton John, seriously big international acts who will be cleared out in the schedules for Eurovision and I just thought it was a really missed opportunity that we were in a position to bid who knows if we would have been successful in the final but at least we will have been on the shortlist there I think we missed a trick I hope that some of the suggestions you made about the infrastructure can be in when we bid next time round if there's next time, for Eurovision.

Reply – Councillor Huw Thomas

Of course we reflected on whether the events Scheduled at the Principality was something that could be rearranged, you know one of the events in question was an International Rugby wheelchair tournament so it would have been very problematic to move that. There are other events in plan not yet announced so I can't go into the details here tonight but which involve some of the biggest music stars in the world

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coming to the Principality, so you know the decision made jointly as I said on a team Cardiff basis was that particularly with those facts added to the leftfield nature of the Principality compared with where Eurovision is normally hosted, contributed to the decision to not bid or not submit a non-compliant bid.

Councillor Molik to Councillor Burke-Davies

I attended a health inequalities conference recently and Cabinet Member for equality and public Health was also in attendance many strong compelling research evidence into racial health inequalities exposed during Covid 19 were presented. We also heard about cardiac conditions having higher prevalence and certain ethnic communities i.e. Bangladeshi community the presentation stated one way of improving health and reducing risk in these communities was through exercise and Bangladeshi women in particular are least likely to exercise and one of the main reasons that research highlighted in terms of why the woman don't want to exercise is feeling uncomfortable in mixed gender facilities. Cardiff piloted and opened women only swimming at its leisure facilities many years ago on the back of such research evidence. The sessions were very popular however whilst COVID-19 expose their health inequalities in this communities it also led to significantly reduced women only swimming in this city has Cardiff backtracked on its commitment on addressing health equity?

Reply – Councillor Burke-Davies

All user groups were affected by reduced leisure services as a result of the COVID-19 pandemic but I can categorically state that the Council has not backtracked on its commitment, our leisure partner GLL is committed to developing activity programmes across all sites with all user groups post pandemic. GLL have established effective partnerships with local health boards to specifically provide access to physical activity with the aim of improving health and wellbeing across Cardiff. Furthermore the Cardiff National exercise referral scheme addresses high-risk health issues through physical activity and targets and continues to target the southern arc of the city where there is a high population of ethnic minority groups. Further partnerships have also been developed through GLL, for example the Black Swimming Association and the Butetown Swim group in order to offer further swimming lessons and aquatic activities for women. As these services are ramped back up post pandemic, I'm more than happy to have a conversation if you feel that there are any blind spots or areas that we are missing to engage on those and make sure that we may continue to make improvements.

Supplementary Question - Councillor Molik

I will certainly be e-mailing you some details later. So along with opening and creating opportunities for these communities and to reduce the risk of health conditions mainly due to their life opportunities that economic status migration and history of suppression. Do you understand the need to call for help equity not equality of access to leisure facilities and services?

Reply – Councillor Burke-Davies

I do and I hope that as we go forward again if there is anything that we or I am missing I'm happy to take advice and to make sure that we are creating an environment where there is equality and justice.

Councillor Owen Jones to Councillor Weaver

Thank you given the inflationary pressures on the Council budget what new support is being offered from the UK government as a result of the fiscal event on Friday

Reply – Councillor Weaver

Thank you Councillor Jones I think like most people in the country and in the economy I think we felt there was no support from the fiscal event last Friday. I mean announcements were made that fundamentally public services were not at the forefront of the government's mind. You mentioned inflationary pressures we face, in the summer I came here and reported a potential budget gap of 29 million pounds, since then I think it's fair to say we have only seen prices move in one direction. We are facing increased costs of fuel, food, for energy, for pay, and suppliers are facing those too and passing those on and I think Local Government and public services across the UK have been making the point through this year, that we face a significant crisis in the next financial year if the UK government does not act and sadly the action taken last week was not focused on public services. It was not focused frankly on ordinary people of this country, I think to get attention last week you had to be a banker or a millionaire.

Supplementary Question – Councillor Owen Jones

I suppose my question to you Councillor Weaver is that do you agree with me that Councillors that showed such poor judgment to vote and campaign for this PM should probably have a look at themselves before giving out advice on how to run this city because maybe just maybe they are not quite as politically astute as they think they are?

Reply – Councillor Weaver

I agree entirely Councillor Jones it's a very well-made point you know this wasn't unforeseen the previous chancellor not the one we had over the summer but the one we had at the start of the year, did say in the leadership campaign that the Prime Minister was running on fairy tale economics that this will lead to an inflationary spiral and her proposed economic package was a disaster and then last Friday happened. Yes I do think that anybody in this Chamber who cares about the public services in Cardiff needs to understand that what is happening right now from the UK government is damaging our services here it is damaging them across the country and that it needs to change and needs to change quickly.

Councillor Cowan to Councillor Merry

Will the Cabinet Member advise which schools are still not offering hot meals to pupils' and what is the longest time a school hasn't offered this provision?

Reply – Councillor Merry

Since the start of the new academic year there is only one primary school in Cardiff that has not been able to offer a hot meal option to pupils' which is Stacey Primary School. This is due to extensive repairs and maintenance works that have been undertaken in school, it is anticipated that hot meal provision would be dreamed shortly on Stacey Primary School site and there are also plans for hot food provision for pupils who are attending the Willows High School site in the meantime and I was hoping to you Councillor Cowan the news that there's very positive feedback from

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this school meals in Rhiwbina primary school with one people describing the meals as Gordon Ramsay standard so they've clearly improved since I was at school.

Supplementary Question – Councillor Cowan

I'm sure Councillor Cowan would be delighted with that response about Gordon Ramsay I'm not going to swear like Gordon Ramsay in that response. In terms of Stacey Primary School can you provide us with an update on the support that we are providing to get hot meals delivered to pupils' and can you confirm whether Turkey Twizzlers are still on the menu, they were when I was a kid and I hope they still are now.

Reply – Councillor Merry

I'm sure Councillor Williams would be delighted to know that most schools actually have their school meals on rotation online so he can read the menu and anticipate a visit to his local school now for dinner. Obviously you know as I said in the answer we are keen to get the hot meal provision reinstated as quickly as possible it is currently down to purely logistical issues when you've got extensive works going on in school.

Councillor Berman to Councillor Wild

Councillor Wild is it still the case that the pop-up recycling centre in Parc Ty Glas will remain open indefinitely as was announced by the council as recently as March this year?

Reply – Councillor Wild

Thank you for your question Councillor as you know Parc Ty Glas has been identified as a site to be redeveloped to provide facilities for local educational needs so as the term suggests the Pop-up facility will moving around as we've discussed previously and actually forms part of our new recycling strategy to ensure more community recycling facilities available across the city. The term indefinitely as you'll be aware means for an unspecified period of time, it also means without established boundaries I think you are getting confused with the term infinitely which would be forever, so I think it's been fairly clear given these things what was likely to be happening at that site.

Supplementary Question – Councillor Berman

I think the Councillor is playing semantics here and I think that most people who see a post from the Council on social media saying that something is going to remain open indefinitely expect that it isn't going to shut in just a few months' time so would you not accept that in putting that post out the Council has been guilty of misinformation and will you apologise for it?

Reply – Councillor Wild

Absolutely I don't accept that. I think people know the term pop-up means that's a temporary thing it's pretty clear in the definition and I've said to you before indefinitely means an unspecified period of time without established boundaries I don't know quite how more clear it can be beaten than that.

Councillor Bridgeman to Councillor Lister

Can the Cabinet Member update the Council on the steps being taken to recruit foster carers in Cardiff?

Reply – Councillor Lister

Recruitment of in-house foster carers remains a priority for both myself and the administration and this month the fostering team will be launching a new social media campaign as well as general fostering. We are specifically looking to highlight the need for foster carers to support newly developed schemes such as the teen scheme which has a stepped down from residential parent child placements and support for unaccompanied asylum seeking children. The fostering team are working within communities that get out there as much as possible and engage with communities so that our foster carers reflect the communities that the citizens of Cardiff live in, so I just encourage or members to share with the fostering team if they have got events in their communities where the fostering teams can be present and offer their support to communities to recruit as many foster carers as possible.

Supplementary Question – Councillor Bridgeman

As Councillors and corporate parents is anything more we can do to help recruit foster-carers within Cardiff?

Reply – Councillor Lister

Thank you Councillor and sorry for jumping the gun with that they definitely is as you say we are all corporate parents within the Chamber and there is something that each and every one of us can do. With the new social media campaign being launched, if we can like and share and retweet as much as possible from the fostering team, from the Council and social media, that would be greatly appreciated. We want to buy in as much support from our communities to make sure that that diversity amongst our in house foster carers does reflect the communities and the children actually that we provide care for. I will be emailing all members shortly just to highlight the foster placements within their wards and where we actually need to build more in house provision as much as possible so I really appreciate support of Members across the Chamber on this.

Councillor Cowan/Williams to Councillor Lister

How many children in Cardiff are in out of county placements and can we be told what the total cost is for the past three years with a breakdown?

Reply – Councillor Lister

I'd like to thank Councillor Cowan for that question that currently 358 children in out of area placements which equates to around 35 percent of the children of that population. The placements vary from residential to foster in to kinship and pay all children in care orders with their parents we can't give a disaggregated spend on placement for that time period however the out of county costs do not differ from the costs within the local authority area children a place in the provision that meets their needs as much as possible and we need to just be conscious of that when we make it but this administration is committed to making sure that children placed as close to home as possible where it is appropriate.

Supplementary Question – Councillor Cowan/Williams

I'm sure many people including Cardiff Councillors will be concerned that 35 percent of all looked after children are in out of county placements. Surely that's a figure we should be working to reduce not only because of the significant cost but also the family costs of people needing to travel many many miles to visit children who are looked after. What are we doing about that Councillor Lister can you outline some of the things that you're doing as Cabinet Member and why can't you provide a financial breakdown surely that information is available?

Reply – Councillor Lister

I'd like to firstly thank the Member for not telling me how to answer this question but just to highlight the fact that we are as I did in the previous question working extremely hard to reduce the number of children looked after and increase the number of in-house foster carers that we've got. We want children to be as close to home as possible where it is appropriate it's not always appropriate there are safety needs that need to be concerned there's a lot of effort that goes into the matching between children in the individual placements but also as a residential placement with the other children that live there. The cost does vary you know we do know the in house is a lot cheaper but that doesn't differ with the quality you know we know that the say the actual service provided by our in house foster carers is of a great standard and we want to bring more on board to reduce that cost so we are not pay a management fee. Welsh Government has got an aim to reduce and eliminate the profit of children looked after and that is something we are completely committed to but we need to work on it collectively.

Councillor Hopkins to Councillor Huw Thomas

In light of the fact that this week's Labour party conference has voted for a manifesto commitment to proportional representation for general elections, when is the administration going to reconsider its failure to support bringing forward the report to implement proportional representation for the local council elections in 2027?

Reply – Councillor Huw Thomas

I'm pleased that Councillor Hopkins has been paying close attention to the Labour party conference as well he ought, however I do feel I need to just remind him about how the democratic process works. If the leader of the opposition Sir Keir Starmer chooses to include such a commitment for voting reform in my party's next UK manifesto and we are successful in that election, then he will have a mandate to deliver voting reform. Now there are good arguments to be made in favour of voting reform, however when you look at the election results in May this year, two parties put forward a commitment in their manifestos to deliver proportional representation in this Council. Those two parties combined received less than a third of the votes there is a supermajority in this city that rejected proportional representation so there is no mandate Councillor Hopkins for what you're asking for and I'd ask you kindly therefore to not refer to it as failure, it's a pejorative term and is not required in this circumstance.

Supplementary Question – Councillor Hopkins

Can I take it that the Leader does not agree with the First Minister Mark Drakeford who said at the conference and I quote 'in a democracy every vote should count in every vote ought to have the same value' that is what a proportional representation

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



system provides people and under our current system there is no guarantee that people get the government that they vote for.

Governments are elected on a minority of people's votes and then in a winner-takes-all way proceed to do the things they choose to do. People who look to the Labour party would want to see if we get elected in a different way. So does the Leader not accept that Cardiff Labour's failure to support PR for local elections undermines the support for PR by the membership at the Labour conference and ignores the lesson of history where Conservative governments have been in power for 90 of the last 125 years on a minority of the votes cast.

Reply – Councillor Huw Thomas

For starters the First Minister is not leader in this Chamber far be it for me to speak against the First Minister, however I returned to the points of a democratic mandate if the question is put to the people and then that is endorsed that is a mandate to change. I am open-minded on the question of PR I have to say but when the question was put to the people back in 2011 in that little deal your party did with our friends opposite the matter was rejected so why don't you accept the view of the people Councillor Hopkins? Likewise, take Brexit and there is no stronger opponent of Brexit than me, back in 2015 you had the leader of your party Nick Clegg arguing that there should be a referendum on our membership of the European Union and then almost immediately after that result your party was seeking to overturn that result and reject it. So I'm and curious and staggered why your party has such difficulty in listening to what voters want and maybe that explains why for three elections in a row here in Cardiff the Liberal Democrat party has failed and lost seats at each of those elections, I rest my case.

Councillor Moultrie to Councillor Wild

Constituents in my ward of Pentwyn and Llanedeyrn were the first in Cardiff to experience the new recycling scheme which will be ruled out across Cardiff. My constituents would like to know what is outcome of this trial so far?

Reply – Councillor Wild

Thank you Councillor for your excellent question the segregated recycling scheme has seen contamination of recycled materials fall to just 6% it was 30% before that when it was going all into one green bag and this improves the quality of the recycled materials allowing them to be more easily reprocessed back into valuable materials and an important part of the pilot scheme is the evaluation of residents' experiences which is why I'm thankful for you coming in bringing forward the thoughts of your residents. We've undertaken a survey and we're learning all the time as we as we go along.

Supplementary Question – Councillor Moultrie

I would like to ask is that if we do put this out and I know you are still learning as you go, many of my constituents have expressed concerns in terms of the reusable bags that are used, have been blown away when they're not home or animals urinating on it for example. I was just asking if there is a way to make it easier to ensure that people are happily encouraged to recycle.

Reply- Councillor Wild

Thank you and this is exactly why we do pilots and exactly why we then speak to people and listen to them about the issues. Yes the design of the bags can be altered they can be heavier and we're looking at those at the moment so they don't blow away. There's also different contraptions that can be closed to keep the rain off one thing and things like that but also you'd be pleased to hear that every resident that has participated in the pilot, we will be writing to them all to explain so that they can know that their feedback has been taken on board to explain what is happening next

Councillor Gunter to Councillor Mackie

Councillor Mackie I note Cardiff has recently accepted the World Health Organisations and local network for Age Friendly cities, could you tell me what work is being done in my ward of Butetown please to meet the commitment and to support the development of an age friendly community?

Reply – Councillor Mackie

Thank you for your question Councillor Gunter and I believe this is your first question to Council so thank you. I'm pleased to be able to provide an update on the progress has been made in advancing age friendly communities within the Butetown area this includes progress in the delivery of a new community living housing initiative in Bute Street that will be comprised of 45 accessible and adaptable apartments for older people. The development will promote independent living and will also include a range of communal facilities as well. The HUB teams have been delivering positive health interventions including keep moving classes for the over 50s as well as ladies' fitness movement classes and health information sessions that combat loneliness, help with falls prevention and increase the uptake of age specific screening programmes. Carers have also been supported with an event at Butetown pavilion where participants were able to access information and support. In addition work has been initiated to encourage greater locality working in care provision this includes helping local people to establish their own care enterprises that will help people in the community to live independently.

Supplementary Question – Councillor Gunter

In relation to the health inequalities initiatives which sound great, how do my constituents of Butetown access them or find out about them?

Reply – Councillor Mackie

There's a number of ways that older people can get in touch and find out more about what's going on in their local area they can access information on the Cardiffhubs.co.uk website, visit any hub and speak to the very helpful staff that we've got there who will only be more than pleased to help them or they can phone the council advice line which is well known number now I think on 02920871071 and everyone of course is very welcome at age focus events that are delivered from the Community Hubs.

Councillor Humphries to Councillor Bradbury

Could the Cabinet Member provide the Council with an update regarding the progress made towards the delivery of the proposed Ely Youth Zone?

Reply Councillor Bradbury

Thank you for your question Councillor Humphries and well done for making your first contribution in this Chamber I believe. I always like answering questions on the great area of Ely as somebody from Ely myself. The Cabinet and officers have commissioned a feasibility study to answer your question and officers from the economic Development Directorate and the Youth Service are working together to establish a relationship with the charity Onside Youth Zones. The Youth service is also playing a key role in terms of the links with the local community as the project matures which is something you care about and I know Councillor Goodway cares about and Councillor Kaaba, but also myself and Councillor Simmons care about as well. Visits to other existing Youth Zones in the UK have also been planned so that we can see not only how these Youth Zones operate but also identify and learn from best practice from other authorities hope that answers your question.

13 : URGENT BUSINESS

There was no urgent business.

14 : APPOINTMENT OF COMMUNITY COUNCIL MEMBER TO THE  
STANDARDS & ETHICS COMMITTEE

To report the recommendation of the Standards & Ethics Committee Appointments Panel of 28 September 2022 for the appointment to the Community Council Member vacancy on the Standards & Ethics Committee.

RESOLVED:

At its meeting on 28 September 2022, the Standards & Ethics Committee Appointments Panel determined to recommend:

- (i) Julia Charles be appointed as the Community Council Member of the Standards & Ethics Committee; and
- (ii) Mike Jones-Pritchard be appointed as the Substitute Community Council Member of the Standards & Ethics Committee

15 : COMMITTEE MEMBERSHIP

To receive nominations and make appointments to current committee vacancies as set out in the report and in accordance with the approved allocation of seats and political group wishes.

RESOLVED: The Council is recommended to receive nominations and appoint to the vacancies on Committees, in accordance with the Party Group wishes, as set out in Table A and on the Amendment Sheet.

16 : CARDIFF BUS - RE APPOINTMENT OF INDEPENDENT NON EXECUTIVE  
DIRECTORS

To reappoint two Independent Non-Executive Directors to Cardiff Bus.

RESOLVED:

The Council is recommended to:

1. approve the reappointment of Sian Davies and Linda Phillips as Independent Non-Executive Directors of Cardiff Bus for a further 6-month period until 13 April 2023;
2. agree to delegate authority to the Corporate Director (Resources), in consultation with the Cabinet Member for Finance, Modernisation & Performance, to engage specialist advice to support the advertisement of the two Independent Non-Executive Director positions and the shortlisting of appropriately qualified candidates for consideration by a politically balanced Member Appointment Panel; and
3. note the delegated authority granted previously by Council to the Director of Governance & Legal Services and Monitoring Officer to seek nominations from political groups for the establishment of a politically balanced Member Appointment Panel to undertake interviews, and to conclude the public appointment process by reporting the outcome of this process to Council for decision in due course.

17 : APPOINTMENT OF MEMBERS TO SERVE ON OUTSIDE BODIES

To note the nominations to Outside bodies.

RESOLVED: The Council is requested agree the nominations as listed in the report.

18 : APPOINTMENT OF LOCAL AUTHORITY GOVERNORS TO SCHOOL GOVERNING BODIES

To appoint Local Authority School Governors to fill vacancies, both current and future.

RESOLVED:

That, in accordance with the recommendations of the Local Authority Governor Panel, the Council approves the new appointments and re-appointments of Local Authority governors to the school governing bodies as set out on the Amendment Sheet, each for a term of 4 years from the date of the appointment.

19 : OFFICER DECISION REGISTER NO 12

Noted

20 : WRITTEN QUESTIONS

In accordance with Council Procedure Rule 17 (f) received for consideration together with the responses as a record in the minutes of the meeting.



## CYNGOR CAERDYDD CARDIFF COUNCIL

**COUNCIL:**

**27 OCTOBER 2022**

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### TREASURY MANAGEMENT ANNUAL REPORT 2021/22

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**Annexes B & C to Appendix 1 to this report are not for publication as they contain exempt information of the description in Paragraphs 14 and 21 of Schedule 12A of the Local Government Act 1972.**

#### Reason for this Report

1. To inform members of the Council's treasury management activities between 1 April 2021 and 31 March 2022.

#### Background

2. The Council's treasury management activities are governed by legislation and a Code of Practice developed by the Chartered Institute of Public Finance and Accountancy (CIPFA) updated in 2021.

#### Issues

3. In accordance with regulatory requirements, reports were submitted to Council in March 2021 indicating the Treasury Management Strategy for 2021/22 and a Mid-Year report in November 2021. The following paragraphs cover the main highlights of the Annual Report for 2021/22 which is a backward looking summary of Treasury Management activities during that period.
4. At 31 March 2022, investments stood at £226.4 million. The annual report includes charts indicating who the investments are placed with and for how long. All investments are deemed recoverable and so no losses are required to be recognised in the Council's Statement of Accounts for activities during 2021/22. Interest receivable from treasury investments totalled £0.3 million during the year.
5. At 31 March 2022, the Council had £855.6 million of external borrowing, with £72.4 million of new borrowing and £27.5 million of scheduled repayments during 2021/22. Interest payable during the year from its revenue budget on this debt was £34.1 million of which £13.2 million was paid for by the Housing Revenue Account.

6. At the start of the financial year, the Council is required to set a number of prudential indicators for capital expenditure and its treasury management activities. During 2021/22, there was no breach of indicators requiring a separate report to Council.
7. Governance and Audit Committee have undertaken the scrutiny of Treasury Management in accordance with Council's Treasury Management Policies and reviewed the Annual Report for 2021/22 at its meeting in September 2022.

### **Reasons for Recommendations**

8. Council policy requires the Treasury Management Annual Report 2021/22 update to be submitted to Council.

### **Legal Implications**

9. No direct legal implications arise from this report.

### **Financial Implications**

10. The Council's treasury management activities are undertaken in accordance with the policies adopted by Council and under professional codes of conduct established by CIPFA, the Welsh Government and the Corporate Director Resources as part of Treasury Management Practices. This report is part of a suite of reports that members receive on the Council's treasury management activities during the course of a year. Whilst there are no direct financial implications arising from this report, the risks involved with treasury management are continuously reviewed as part of the Council's Medium term Financial Plan.

### **RECOMMENDATION**

Council is recommended to note the Treasury Management Annual Report 2021/22 (Appendix 1).

### **CHRISTOPHER LEE**

Corporate Director Resources  
27 October 2022

The following Appendix is attached:-

- Appendix 1: Treasury Management Annual Report 2021/22
- Annexe A – Treasury Management Policy Extract
  - Annexe B – Investments at 31 March 2022 (Confidential)
  - Annexe C – Investment Charts at 31 March 2022 (Confidential)
  - Annexe D – Maturity Analysis of borrowing as at 31 March 2022
  - Annexe E – Glossary of Treasury Management terms



## Introduction

1. Treasury management activities are the management of the organisation's investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.
2. The Council carries out its treasury management activities in accordance with a code developed for public services and updated in 2021 by the Chartered Institute of Public Finance and Accountancy (CIPFA).
3. The Council has delegated responsibility for treasury management to the Corporate Director of Resources (S151 Officer). The Council's Treasury Management Practices which are updated annually, identifies specific responsibilities of officers as well as setting out schedules highlighting the way in which treasury activities are managed.
4. On 25<sup>th</sup> February 2010, Council approved policies and adopted the four clauses of the treasury management code which are replicated in **Annexe A** for information. Council received a report in March 2021 on the Council's Treasury Management Strategy for 2021/22 and a mid-year review in November 2021.
5. The Treasury Management is an integral part of the Council's Strategic and Financial planning framework, with borrowing activities primarily because of historic and future capital expenditure approved by Council as part of the Council's Capital Investment programme.



6. This report provides members with an annual report for the Council's Treasury Management activities for 2021/22. It covers:-
  - the economic background to treasury activities
  - treasury investment strategy and outturn for 2021/22
  - borrowing strategy and outturn for 2021/22 including debt rescheduling
  - compliance with treasury limits and prudential indicators
  - resilience of the Treasury Management function
  - treasury management issues for 2022/23.



7. Council requires scrutiny of the accounting, audit and commercial issues of its Treasury Management Strategy and practices to be undertaken by the Council's Governance and Audit Committee. A glossary of key treasury management terms is included at Annexe E.

## **Economic Background**

8. Over the last two years, the coronavirus outbreak had a huge economic impact on the UK and economies around the world. After the Bank of England took emergency action in March 2020 to cut Bank Rate to 0.10%, it left Bank Rate unchanged until raising it to 0.25% at its meeting on 16th December 2021, 0.50% at its meeting of 4th February 2022 and then to 0.75% in March 2022.
9. With most of the economy now opened up and back towards business-as-usual, Gross Domestic Product numbers have been robust (9% y/y Q1 2022) and sufficient for the Bank to focus on tackling the effects of inflation.
10. Borrowing rates for the Council are based on Gilt yields and despite remaining relatively low for much of 2021/22, these have increased despite the war in Ukraine. This is because central banks globally have suggested they will continue to raise interest rates to contain inflation and in many cases are reversing quantitative easing. Inflation and a perfect storm of supply side shortages, labour shortages, commodity price inflation, the impact of Russia's invasion of Ukraine and subsequent Western sanctions have all resulted in inflation being at elevated levels at least into 2023. The squeeze on household disposable incomes arising from increases in prices, including utilities, are strong headwinds for the economy to deal with and will be a bigger drag on real incomes in 2022 than in any year since records began in 1955.
11. Until recent years, world growth has been boosted by increasing globalisation i.e. countries specialising in producing goods and commodities in which they have an economic advantage and which they then trade with the rest of the world. This had boosted worldwide productivity and growth, and by lowering costs, had also depressed inflation. However geopolitical events such as the invasion of Ukraine have unbalanced the world economy. In addition, after the pandemic exposed how frail extended supply lines were around the world, both factors could lead to a sharp retrenchment of economies and reviews of key supply chain dependencies. This is likely to reduce world growth rates.

## **Investments and Outturn**

12. The Council's treasury investments include those arising from its own temporary cash balances as well as balances held from activities of Joint Committees such as the Cardiff Capital Region City Deal, for which it is the accountable body.
13. The management of the day-to-day cash requirements of the Council is undertaken in-house with credit advice from Link Asset Services, the Council's Treasury Management advisors. This may involve temporary borrowing pending receipt of income or the temporary lending of surplus funds. Investment balances fluctuate daily and arise from a number of sources including differences in timing of revenue and capital cash flows, reserves, provisions and other balances held for future use.

14. The Council invests with institutions approved by Council as part of its Treasury Management Strategy and in accordance with investment guidelines established by the Welsh Government. As part of the Markets and Financial Instruments Directive II, the Council elected for 'professional' status. The categories, names, periods and size limits on the Council's approved investment list can be extended, varied or restricted at any time by the Corporate Director Resources under delegated powers and are monitored closely in conjunction with the Council's treasury advisors.
15. Whilst the average daily cash balance was £190 million during 2021/22, at 31 March 2022, investments stood at £226.4 million. The Council's choice of investments maintained an approach of security, where the amount invested is that repayable, then liquidity and only then yield. **Annexe B** shows with whom these investments were held at 31 March 2022.
16. A selection of charts in relation to investments is included in **Annexe C**. The main areas to highlight at 31 March 2022 are as follows:-
  - Counterparty exposure against the maximum allowed directly with an organisation. This shows that at 31 March 2022 no exposure limits set were breached. This was also the case during the year.
  - Investments held with different institutions as a percentage of the total shows that investments are diversified over a number of organisations and this was a strategy applied where possible during the year.
  - The geographic spread of investments as determined by the country of origin of relevant organisations. All investments are in sterling and countries are rated AA and above as per our approved criteria.
17. Using historic data adjusted for current financial market conditions, the probability of any default is low at circa 0.01% of the investments outstanding, i.e. £21,409
18. All investments held at 31 March 2022 are deemed recoverable. Accordingly, no impairment losses are reflected in the Council's 2021/22 Statement of Accounts arising from the Council's treasury management activities.
19. The overall level of interest receivable from treasury investments totalled £0.307 million in 2021/22. The average returns achieved compared to current industry benchmarks are shown in the table below.

	Return on Investment 2021/2022	
	Benchmark 7day / 3month (%)	Achieved (%)
In-house	0.13 / 0.09	0.16

20. Following a review led by the Bank of England, LIBOR/LIBID benchmark rates were phased out during 2021. For benchmarking purposes, the Sterling Overnight Index Average rate (SONIA) for seven days and 3 months un-compounded is now used, with Council performance exceeding such benchmarks during 2021/22.

21. Investment returns available to the Council were close to zero for much of 2021/22, with an approach of aiming to avoid negative interest rates in place. This was because of low Bank Rate and also with the Bank of England and the Government maintaining various monetary and fiscal measures to supply credit so that banks and public bodies could help businesses to survive the various lockdowns/negative impact on their cashflow. This meant that for most of the year there was much more liquidity in financial markets than there was demand to borrow, with the consequent effect that investment earnings rates remained low. This was until the turn of the year when it was clear that the Bank of England, would need to lift interest rates to combat the effects of growing levels of inflation.
22. The Council continued to take a cautious approach to investing and is also fully appreciative of changes to regulatory requirements for financial institutions in terms of additional capital and liquidity that came about in the aftermath of the financial crisis. These requirements have provided a far stronger basis for financial institutions, with annual stress tests by regulators evidencing how institutions are now far more able to cope with extreme stressed market and economic conditions.

### **Borrowing and Outturn**

23. Borrowing is undertaken to finance the Council's capital programme and manage any short-term cash flow requirements. The main sources of borrowing are identified in the table below.
24. At 31 March 2022, the Council had £855.6 million of external borrowing. This was predominantly fixed interest rate borrowing from the Public Works Loan Board (PWLB) payable on maturity.

31 March 2021			31 March 2022	
£m	Rate (%)		£m	Rate (%)
698.9		Public Works Loan Board	763.1	
51.0		Market (Lender Option Borrower Option)	51.0	
22.5		Welsh Government	23.2	
38.3		Local Authorities and other	18.3	
<b>810.7</b>	<b>4.17</b>	<b>Total External Debt</b>	<b>855.6</b>	<b>4.01</b>

25. It should be noted that there have been a number of recent changes to PWLB lending criteria which now includes a prohibition to deny access to borrowing from the PWLB for any local authority incurring expenditure on 'assets primarily for yield'.
26. All borrowing is in the name of the Council and a single pool of debt is maintained rather than having separate loans for the Housing Revenue Account. Total interest payable on external debt during 2021/22 was £34.1 million of which £13.2 million was payable by the Housing Revenue Account (HRA). In total £44.5 million was set aside from General Fund and HRA revenue budgets in line with the Councils approved policy on prudent provision for debt repayment.

27. Extracts from the borrowing strategy approved by Council in March 2021 are shown below.

*The Council's Borrowing Strategy considers all options to meet the long-term aims of:*

- promoting revenue cost stability to aid financial planning and avoid a stop-start approach to service delivery, although it is recognised that this may have a financial impact*
- pooling borrowing and investments to ensure the whole Council shares the risks and rewards of treasury activities*
- Ensuring borrowing plans are aligned to known capital expenditure spending plans and financial reserve levels*
- achieving a balanced maturity profile*
- having regard to the effects on current and future Council Tax and Rent Payers.*

External verses internal borrowing

*Whilst interest rates for borrowing are greater than interest rates the Council receives for investments (the cost of carry), it makes financial sense to use any internal cash balances held in the short-term to pay for capital expenditure and minimise costs (internal borrowing), rather than undertake external borrowing. However, there is a risk that the Council may have to borrow at higher rates when it does actually need to borrow in future and so this position is kept under continuous review and delegated to the Corporate Director Resources.*

28. During 2021/22, the Council repaid £27.5 million of maturing loans. Borrowing totalling £70 million was taken from the PWLB and interest free loans totalling £2.4 million were received from the Welsh Government in respect of energy efficiency schemes. The overall effect of these transactions during the year was to decrease the average rate on the Council's borrowing to 4.01% at 31 March 2022.
29. Despite borrowing rates being more expensive than investment rates during most of the year, the additional borrowing was taken to mitigate risk and limit the level of internal borrowing. This enabled some fixed long-term borrowing to be locked in at average rates of circa 1.8%. This is prior to the recent rises in borrowing rates resulting from increased inflation and geo-political impacts.
30. As part of its loan portfolio, the Council has six Lender Option Borrower Option (LOBO) loans totalling £51 million. These are where the lender can request a change in the rate of interest payable by the Council on pre-determined dates. The Council at this point has the option to repay the loan, but this option is conditional and would require the lender to ask for an increase in the current rates to trigger such an event. Apart from the option to increase rates these loans are comparable to PWLB and have no other complications such as variation in interest rates or complex terms.
31. Interest rates on the LOBO's held range between 3.81% and 4.35% which are not unreasonable given the council's average rate. Details of the loans are shown in the table below.

32. None of the LOBO's had to be repaid during 2021/22. £29 million of the LOBO loans are subject to the lender having the right to change the rate of interest payable during the next financial year. The Council has the right to refuse the change, triggering early repayment and the need to re-finance. This is a manageable refinancing risk as LOBO's form a relatively low proportion of the Council's overall borrowing at 5.96%.

£m	Rate	Potential Repayment Date	Option Frequency	Full Term Maturity
6	4.28%	23/05/2022	6 months	21/11/2041
6	4.35%	23/05/2022	6 months	21/11/2041
6	4.06%	23/05/2022	6 months	23/05/2067
6	4.08%	02/09/2022	6 months	23/05/2067
5	4.10%	15/01/2023	5 years	17/01/2078
22	3.81%	21/11/2025	5 years	23/11/2065

33. In accordance with the strategy, the Council is undertaking some internal borrowing which is when it uses temporary cash balances it holds in the short term instead of undertaking external borrowing. The level of internal borrowing is £13 million as at 31 March 2022, and this is confirmed by a comparison of the Council's external level of debt and its Capital Financing Requirement at 31 March 2022 as shown later in this report. The borrowing strategy will continue to look at options to manage the Council's future borrowing requirement using a mix of internal and external borrowing and to secure long term certainty where possible.

### **Debt Rescheduling**

34. No debt rescheduling or early repayment of debt was undertaken during 2021/22. The main obstacle remained the level of premium (penalty) that would be chargeable on early repayment by the PWLB. The premium payable on the balance of PWLB loans at 31 March 2022, which are eligible for early repayment (£763 million), is £380 million. This premium is payable primarily because:-
- Interest rates on loans of equivalent maturities compared to those held are currently lower
  - A penalty rate or lower early repayment rate was introduced by HM Treasury in November 2007, which increased the cost of premiums and reduced flexibility of Local Authorities to make savings. This has been a significant thorn in the ability of local authorities to manage debt more effectively.
35. The Council has previously considered the opportunity for early repayment of LOBO loans but any required premiums payable are unviable. Whilst the cost of premiums can be spread over future years, options for restructuring that have been considered result in an adverse Net Present Value (NPV). Whilst there may have been short terms savings, these were outweighed by potentially longer-term costs and not deemed cost effective.

## Compliance with treasury limits and prudential indicators

36. During the financial year the Council operated within the treasury limits and prudential indicators set out in the annual Treasury Management Strategy. The actual outturn is shown in the following paragraphs and compared to the original estimates contained in the 2021/22 Budget Report. Future year's figures are taken from the Budget Report for 2022/23 and will be updated in the Budget Report for 2023/24.

### Capital Expenditure

37. The "Prudential Code" requires the Council to estimate the capital expenditure that it plans to incur over the Medium Term. The actual capital expenditure incurred in 2021/22 and estimates of capital expenditure for the current and future years as set out in the Budget Report of March 2022 are as follows:-

Capital Expenditure							
	2021/22 Actual	2021/22 Original Estimate	2022/23 Estimate Month 4	2023/24 Estimate	2024/25 Estimate	2025/26 Estimate	2026/27 Estimate
	£m	£m	£m	£m	£m	£m	£m
General Fund	157	158	154	262	212	88	39
Housing Revenue Account	61	86	80	111	106	70	54
<b>Total</b>	<b>218</b>	<b>244</b>	<b>234</b>	<b>373</b>	<b>318</b>	<b>158</b>	<b>93</b>

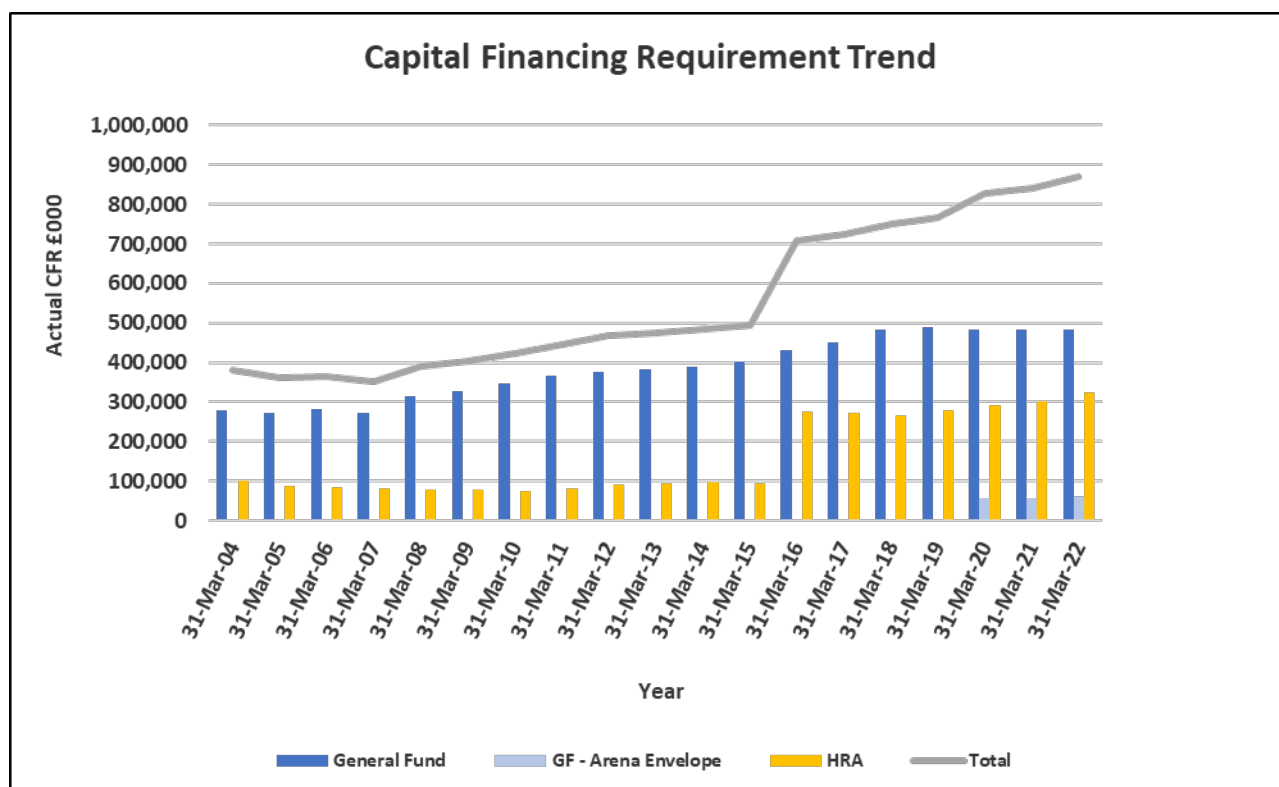
### Capital Financing Requirement (CFR) – The Borrowing Requirement (Excluding Landfill Provision)

38. Where capital expenditure has been incurred without a resource to pay for it i.e. when proposed to be paid for by supported or unsupported borrowing, this will increase what is termed the Council's Capital Financing Requirement (CFR) which is the Council's underlying need to borrow. The Council is required to make a prudent provision for the repayment of historic capital expenditure from its revenue budget in line with its agreed policy which reduces the CFR. Calculation of the CFR is summarised in the table below and results in the need to borrow money.

Movement	Opening Capital Financing Requirement (CFR)
+	Capital expenditure incurred in year
-	Grants, contributions, reserves and receipts used for capital expenditure
-	Prudent Minimum Revenue Provision and Voluntary Repayment
=	<b>Closing Capital Financing Requirement (CFR)</b>

39. The chart below shows the trend in the CFR including the Housing Revenue Account. The latter includes the £187 million payment made from the HRA to HM Treasury to exit the subsidy system in 2015/16. With future expenditure commitments, primarily those assumed to pay for themselves from future income or savings such as the indoor arena, new affordable housing, City Deal and the 21<sup>st</sup> century school's financial model, the CFR

is forecast to increase in future years, with forecasts to be updated as part of the budget report for 2023/24.



40. The CFR as at 01 April 2021 was £841 million. The actual CFR as at 31 March 2022, estimates for current and future years (estimated in the March 2022 budget) are shown in the table below and exclude non cash backed provisions in relation to Landfill after care provision:-

Capital Financing Requirement (Excludes landfill provision)							
	2021/22	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27
	Actual	Original	Estimate	Estimate	Estimate	Estimate	Estimate
	£m	Estimate	Month 4	£m	£m	£m	£m
		£m	£m				
General Fund	482	517	539	621	642	648	640
General Fund (Arena Affordability Envelope)	62	67	60	198	246	242	238
Housing Revenue Account	325	362	346	438	505	534	556
<b>Total CFR</b>	<b>869</b>	<b>946</b>	<b>945</b>	<b>1,257</b>	<b>1,393</b>	<b>1,424</b>	<b>1,434</b>
<b>External Debt</b>	<b>856</b>						
<b>Over / (Under) Borrowing</b>	<b>(13)</b>						

41. By comparing the CFR at 31 March 2022 (£869 million) and the level of external debt at the same point in time (£856 million), it can be seen that the Council is internally borrowed. i.e. it is using some internal cash balances to finance its capital expenditure as at 31 March 2022 (£30 million at 31 March 2021).

## Actual External Debt

42. The Code requires the Council to indicate its actual external debt at 31 March 2022 for information purposes. This was £856 million as shown in the earlier paragraphs.

## Affordable Borrowing Limit

43. The Council has a statutory duty under section 3 of the Local Government Act 2003 and supporting regulations to determine and keep under review how much it can afford to borrow and to enter into credit arrangements (the "Affordable Borrowing Limit"). This cannot be breached without Council approval. Council must have regard to the Prudential Code when setting this limit which is intended to ensure that total capital investment remains within sustainable limits and that the impact upon future council tax/rent levels is affordable.
44. During 2021/22 the Council remained within the authorised limit of £1,472 million set for that year.

## Operational Boundary

45. The operational boundary is the estimated level of external borrowing set at the start of the year and is subject to the level and timing of borrowing decisions during the year. The actual level of borrowing can therefore be below or above this initial estimate, but what cannot be breached is the affordable borrowing limit mentioned above. The boundary was estimated to be £946 million at 31 March 2022, to match the forecast for the CFR when setting the 2021/22 budget in March 2021.

## Maturity Structure of Fixed Rate Borrowing

46. The maturity structure remains within the limits below approved as part of the 2021/22 strategy below. These limits are set to avoid having large amounts of debt maturing in a short space of time, thus being exposed to significant liquidity risk and interest rate risk.

	31-Mar-21		Upper limit	31-Mar-22			
	Loans to Maturity			Loans to Maturity		Loans if LOBO's Paid Early	
	%	£m		%	£m	%	£m
Under 12 months	3.33	27.0	10	2.66	22.8	6.05	51.8
12 months and within 24 months	2.80	22.7	10	0.53	4.5	0.52	4.5
24 months and within 5 years	1.65	13.4	15	2.13	18.2	4.70	40.2
5 years and within 10 years	8.18	66.3	20	8.95	76.6	8.96	76.6
10 years and within 20 years	21.62	175.3	30	20.40	174.5	18.99	162.5
20 years and within 30 years	20.97	170.0	35	20.66	176.8	20.66	176.8



30 years and within 40 years	26.24	212.7	35	25.47	217.9	25.47	217.9
40 years and within 50 years	14.59	118.3	35	18.62	159.3	14.65	125.3
50 years and within 60 years	0.62	5.0	15	0.58	5.0	0	0

47. The maturity profile of the Council's borrowing as at 31 March 2022 is also shown in a chart in **Annexe D**. In the medium to long term, efforts will be made to restructure loans maturing in 2056/57 and to review LOBO maturities in order to reduce refinancing risk. Benchmarking previously undertaken has demonstrated that the Council's maturity profile is not inconsistent with other local authorities where information is available.

#### Ratio of financing costs to net revenue stream

48. This indicator identifies the trend in the cost of capital financing, showing the percentage of the Council's revenue budget that is committed for this purpose. Financing costs include:

- interest payable on borrowing and receivable on treasury investments
- penalties or any benefits receivable on early repayment of debt
- prudent revenue budget provision for repayment of capital expenditure paid for by borrowing and
- re-imburement of borrowing costs from directorates in respect of Invest to Save/Earn schemes.

49. For the General Fund, net revenue stream is the amount to be met from non-specific WG grants and Council Tax, whilst for the HRA it is the amount to be met from rent payers.

Ratio of financing costs to Net Revenue Stream							
	2021/22 Original Estimate %	2021/22 Actual %	2022/23 Estimate %	2023/24 Estimate %	2024/25 Estimate %	2025/26 Estimate %	2026/27 Estimate %
General Fund – <b>Net</b> Capital Financing Budget	4.68	4.72	4.58	4.69	4.71	4.70	4.90
General Fund – <b>Gross</b> Capital Financing Budget	7.27	7.27	6.90	7.50	8.22	8.39	8.44
HRA	33.93	32.36	32.16	33.36	36.23	38.49	37.72

50. Although there may be short term implications, invest to save/earn schemes are intended to be net neutral on the capital financing budget. However, there are risks that the level of income, savings or capital receipts anticipated from such schemes will be delayed or will not materialise. This would have a detrimental long-term consequence on the Revenue budget and requires careful monitoring when considering future levels of additional borrowing.

51. Accordingly, an additional local indicator has to date been calculated for the general fund to support decision making and is shown in the table below for the period up to 2026/27.

These indicators show capital financing costs of the Council as a percentage of its controllable budget, excluding treasury investment income:

<b>Capital Financing Costs as percentage of Controllable Budget</b>									
	<b>2011/12</b>	<b>2021/22</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>Difference</b>
	Actual	Original Estimate	Actual	Estimate	Estimate	Estimate	Estimate	Estimate	11/12-26/27
	%	%	%	%	%	%	%	%	%
Net	13.47	11.00	11.20	9.83	10.14	10.19	10.21	10.68	(20.71)
Gross	15.17	17.02	17.14	14.73	16.11	17.66	18.12	18.34	20.90

52. An increasing percentage indicates that a greater proportion of the controllable budget is required for capital financing costs which are committed in the long term. The requirement to meet these additional costs can only come from future savings or from increases in Council Tax. An increasing ratio limits the scope for additional borrowing in future years and reduces the Council's overall flexibility when making decisions on the allocation of its revenue resources. The percentages consider the impact on the controllable base budget of the level of savings having to be found in 2022/23 and over the medium term as set out in the budget report for 2022/23. They are based on future assumptions in respect to Aggregate External Financing, council tax income and housing rents at a point in time, so are extremely variable as an indicator.

#### Principal Invested for over 364 days

53. An upper limit for principal invested over 364 days was set at £100 million and this was not breached during the year, primarily due to the strategy adopted of minimising the period for which investments were made during 2021/22

#### **Resilience of the Treasury Management Function**

54. The Treasury function performs a key role including ensuring that sufficient funds are available to meet the Council's financial commitments and is often the payment mechanism of last resort. The Section 151 Officer and Head of Finance are responsible for ensuring that Treasury Management activities are resourced with relevant skills and experience, consistent with the complexity and size of the activity undertaken. The requirements to meet high standards, accuracy and governance requirements are significant for a small specialist team. An internal audit report during the year found no issues of significant concern for the function. Contingency plans in terms of access to bank and systems were trialled and implemented early (pre the national lockdown in March 2020), with continued review of systems, controls and opportunities to improve resilience such as use of mobile banking applications and making effective use of software capability for reporting to be considered.
55. Treasury Management activities continue to be the subject of regulatory change with the requirements of the 2021 Code updates required to be implemented in future updates to the Strategy. This and some of the other issues and challenges outlined below continue to test skills and resilience, something that will need to continue to be monitored closely by the S151 Officer.

## **Treasury Management issues for 2022/23 and future years**

56. Whilst this report is primarily backward looking in relation to Treasury Activities for 2021/22, some key issues for 2022/23 are:
- The balance of internal borrowing and timing of external borrowing to pay for the Council's longer term need to borrow in light of increasing interest rates.
  - Ongoing financial market uncertainty.
  - Inclusion of Environmental, Social and Governance (ESG) issues within Treasury Management Practices.
  - Ensuring compliance with HM Treasury revised lending policies and processes aimed to prevent borrowing undertaken to fund investment purely for financial gain. It should be noted that any such expenditure would preclude any borrowing from the PWLB.
  - A requirement for the Council to adopt a debt liability benchmark treasury indicator.
  - Review of knowledge and skills register for individuals involved in the Treasury management function.
  - Updating the Treasury Management Strategy for the 2023/24 budget in line with any updates to the Capital Investment Programme forecasts and scheme delivery including the impact of major regeneration projects.
57. In accordance with the Council's Treasury Management Policy, Council will receive a further update on Treasury Management issues as part of the 2022/23 Mid-Year Treasury Management report in November 2022.

### **Christopher Lee**

Corporate Director Resources  
27 September 2022

The following Annexes are attached:-

Annexe A – Treasury Management Policy and Four Clauses of Treasury Management

Annexe B – Investments at 31 March 2022

Annexe C – Investment charts at 31 March 2022

Annexe D – Maturity analysis of debt as at 31 March 2022

Annexe E – Glossary of Treasury Management terms

## **Annexe A – Treasury Management Policy and Four Clauses of Treasury Management adopted by Council 25/02/2010**

### **Council's treasury management Policy / Activities**

1. This Council defines its treasury management activities as: the management of its investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.
2. This Council regards the successful identification, monitoring and control of risk to be the prime criteria by which the effectiveness of its treasury management activities will be measured. Accordingly, the analysis and reporting of treasury management activities will focus on their risk implications.
3. This Council acknowledges that effective treasury management will provide support towards the achievement of its business and service objectives. It is therefore committed to the principles of achieving value for money in treasury management, and to employing suitable comprehensive performance measurement techniques, within the context of effective risk management.

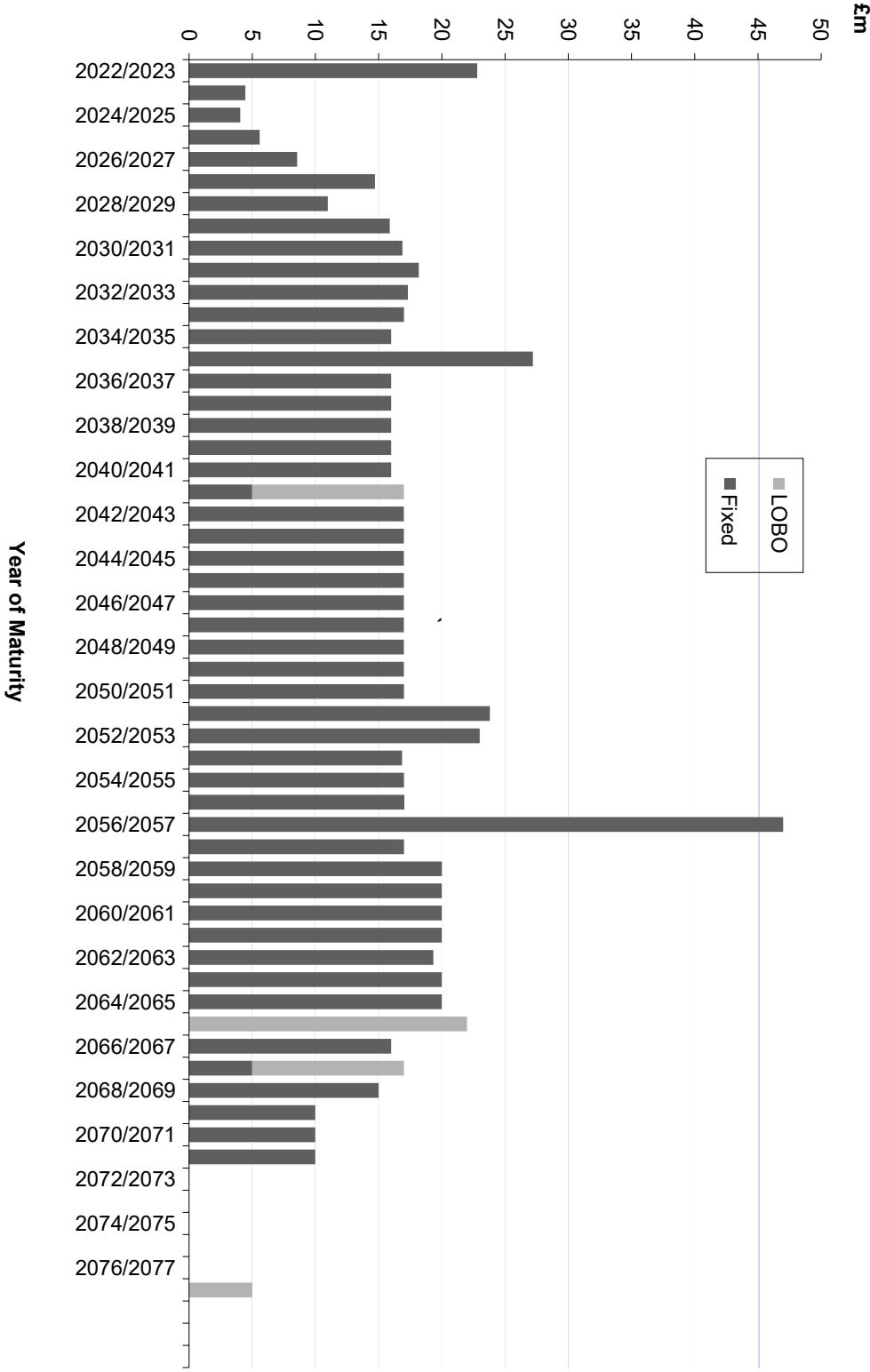
### **Four Clauses of Treasury Management**

4. In compliance with the First Clause, this Council will create and maintain, as the cornerstones for effective treasury management:-
  - A treasury management policy statement, stating the policies, objectives and approach to risk management of its treasury management activities
  - Suitable Treasury Management Practices (TMPs), setting out the way the Council will seek to achieve those policies and objectives, and prescribing how it will manage and control those activities
5. In compliance with the Second Clause, this Council will receive reports on its treasury management policies, practices and activities, including, as a minimum, an annual strategy in advance of the year, a mid-year review and an annual report after the year's close, in the form prescribed in its TMPs.
6. In compliance with the Third Clause, this Council delegates responsibility for the implementation and regular monitoring of its treasury management policies and practices to the Executive, and for the execution and administration of treasury management decisions to the Corporate Director Resources in accordance with existing delegations, who will act in accordance with the Policy Statement, TMPs and CIPFA's Standard of Professional Practice on Treasury Management.
7. In compliance with the Fourth Clause, this Council requires the scrutiny of the accounting, audit and commercial issues of its Treasury Management Strategy and Practices to be undertaken by the Council's Audit Panel due to the technical nature of the documents.

**Annexe B – Investments at 31 March 2022 - Confidential**

**Annexe C – Investment Charts at 31 March 2022 - Confidential**

**Annexe D – Maturity Profile of Debt at 31 March 2022**



## **Annexe E – Glossary of Treasury Management Terms**

### **Bank Rate**

1. The rate of interest set by the Bank of England as a benchmark rate for British banks.

### **Bonds**

2. A long-term debt security issued by a company, a financial institution, a local authority, national government or its affiliated agencies. It represents an undertaking to repay the holder the fixed amount of the principal on the maturity date plus a specified rate of interest payable either on a regular basis during the bond's life (coupon) or at maturity.

### **Borrowing**

3. Loans taken out by the authority to pay for capital expenditure or for the prudent management of the Council's financial affairs, which are repayable with interest.

### **Capital Expenditure**

4. Capital expenditure pays for improvements to existing and new assets used in the delivery of Council services as well as other items determined by Regulation. Capital resources are scarce, costly and also have long term revenue implications over many years and even generations where capital expenditure is funded by borrowing. Hence the requirement of the Prudential Code to ensure what is charged as Capital Expenditure is Prudent, Sustainable and Affordable.
5. The statutory definition of capital expenditure is given in the Local Government Act 2003, the Local Authorities (Capital Finance) Regulations 2003 and 2004 as amended. Statute relies on the accounting measurement of cost in International Accounting Standard (IAS) 16 to determine whether expenditure is eligible to be capitalised or whether it should be treated as revenue expenditure. Key to what is eligible as capital spend are the following words in IAS 16 - 'Costs directly attributable to bringing the specific asset into working condition for its intended use'.

### **Capital Financing Requirement (CFR)**

6. An authority's underlying need to borrow for a capital purpose. It measures capital expenditure incurred but not yet financed by the receipt of grants, contributions and charges to the revenue account.

### **Capital Market**

7. A market for securities (debt or equity), where companies and governments can raise long-term funds (periods greater than one year). The raising of short-term funds takes place on other markets (e.g. the money market).

### **Capital Programme**

8. The Capital Programme sets out the Council's capital expenditure plans for the forthcoming financial year as well as for the medium term. It is approved annually at Council and identifies the estimated cost of those schemes, their projected phasing over financial years as well as the method of funding such expenditure.



### **Certificates of Deposits (CDs)**

9. A certificate issued for deposits made at a deposit-taking institution (generally a bank). The bank agrees to pay a fixed interest rate for the specified period of time and repays the principal at maturity. CDs can be purchased directly from the banking institution or through a securities broker. An active interbank secondary market exists to buy and sell CDs.

### **Chartered Institute of Public Finance & Accountancy (CIPFA)**

10. CIPFA is the professional body for accountants in public finance. As a specialised public services body, it provides information, guidance, and determines accounting standards and reporting standards to be followed by Local Government.

### **Collective Investment Scheme Structures**

11. Schemes whereby monies from a number of investors are pooled and invested as one portfolio in accordance with pre-determined objectives.

### **Corporate Bonds**

12. Bonds that are issued by a company or other non-government issuers. They represent a form of corporate debt finance and are an alternative means of raising new capital other than equity finance or bank lending.

### **Counterparty**

13. One of the parties involved in a financial transaction with whom the Council may place investments.

### **Counterparty / Credit Risk**

14. Risk that a counterparty fails to meet its contractual obligations to the Council to repay sums invested.

### **Credit Criteria**

15. The parameters used as a starting point in considering with whom the Council may place investments, aimed at ensuring the security of the sums invested.

### **Credit Default Swaps**

16. A financial transaction which the buyer transfers the credit risk related to a debt security to the seller, who receives a series of fees for assuming this risk. The levels of fees reflect the perceived level of risk.

### **Credit Rating**

17. A credit rating assesses the credit worthiness of an individual, corporation, or even a country. Credit ratings are calculated from financial history and current assets and liabilities. Typically, a credit rating tells a lender or investor the probability of the subject being able to pay back a loan. Ratings usually consist of a long-term, short term, viability and support indicators. The Fitch credit rating of F1 used by the Council is designated as "Highest Credit Quality" and indicates the strongest capacity for timely payment of financial commitments.

### **Debt Management Account Deposit Facility (DMADF)**

18. The Debt Management Office provides this service as part of its cash management operations and of a wider series of measures designed to improve local and central government's investment framework and cash management. The key objective of the DMADF is to provide users with a flexible and secure facility to supplement their existing range of investment options while saving interest costs for central government.

### **Debt Restructuring**

19. Debt restructuring is a process that allows an organisation to reduce, renegotiate and undertake replacement debt.

### **Diversification of Investments**

20. The process of creating a portfolio of different types of financial instruments with regard to type, price, risk issuer, location, maturity, etc. in order to reduce the overall risk of the portfolio as a whole.

### **Duration (Maturity)**

21. The length of time between the issue of a security and the date on which it becomes payable.

### **External Borrowing**

22. Money borrowed from outside of the Council.

### **Financial Instrument**

23. Any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another. Typical financial liabilities are borrowing and financial guarantees. Typical financial assets include bank deposits, amounts owed by customers, loans receivable and investments.

### **Fitch Credit Ratings**

24. A commercial organisation providing an opinion on the relative ability of an entity to meet financial commitments, such as interest, preferred dividends, repayment of principal, insurance claims or counterparty obligations. The opinion is usually provided in the form of a credit rating.

### **Fixed Rate**

25. An interest rate that does not change over the life of a loan or other form of credit.

### **Floating Rate Notes**

26. A money market security paying a floating or variable interest rate, which may incorporate a minimum or floor.

### **Fraud / Error Risk**

27. Risk of losses being incurred because of fraud, error or corruption in treasury management and failure to institute adequate systems, procedures and other arrangements to prevent irregularities.

### **Housing Revenue Account (HRA)**

28. The HRA is an account of expenditure and income that every local authority housing department must keep in accordance with the Local Government & Housing Act 1989. The account is kept separate or ring fenced from other Council activities. Income is primarily generated by the rents and service charges paid by tenants, while expenditure is on the management and maintenance of the housing stock, and capital financing charges on the HRA's outstanding loan debt.

### **Interest Rate Risk**

29. Risk that fluctuations in interest rates could impose extra costs against which the Council has failed to protect itself adequately.

### **Internal Borrowing**

30. Money borrowed from within the Council, sourced from temporary internal cash balances.

### **Investments**

31. The purchase of financial assets to receive income and/or make capital gain at a future time, however with the prime concern being security of the initial sum invested.

### **Lender Option Borrower Option Loans (LOBOs)**

32. Loans to the Council where the lender can request a change in the rate of interest payable by the Council at pre-defined dates and intervals. The council at this point has the option to repay the loan.

### **Liquidity**

33. The ability of the Council to meet its financial obligations as they fall due.

### **Market Loans**

34. Borrowing that is sourced from the market i.e. organisations other than the Public Works Loan Board or a Public Body.

### **Medium Term Financial Plan**

35. Plan outlining the financial strategies and actions that are envisaged by the Council in the medium term regarding the budget.

### **Markets in Financial Instruments Directive (MiFID)**

36. EU legislation that regulates firms who provide financial instrument services. MiFID was applied in the UK from November 2007 but was revised with changes taking effect from 3 January 2018 (MiFID II).
37. The aim is to ensure financial institutions undertake more extensive checks on their client's suitability for investment products. Organisations undertaking investments will be either classified as 'retail' or 'professional'.
38. MiFID II requires all Local Authorities to be initially treated as "retail clients" unless they "opt up" to a "professional client". The assumption being that retail clients require a greater level of due diligence and support for investment decision making. Financial

institutions will owe a greater duty of care to retail clients, however, they will have no greater financial protection than professional clients.

### **Minimum Revenue Provision (MRP)**

39. This is the amount which must be charged to the authority's revenue account each year and set aside as provision for repaying external loans and meeting other credit liabilities. The prudent amount is determined having regard to guidance issued by WG. This has the effect of reducing the Capital Financing Requirement (CFR).

### **Money Market**

40. The market for short-term securities or investments, such as certificates of deposit, commercial paper or treasury bills, with maturities of up to one year.

### **Money Market Funds**

41. An investment fund which pools the investments of numerous depositors, spreading those investments over a number of different financial instruments and counterparties. Funds with a Constant Net Asset Value (CNAV) are those where the sum invested is the same on maturity, Low Volatility Net Asset Value (LVNAV) are those where any sum invested is likely to be the same on maturity. Funds with a Variable Net Asset Value (VNAV) are those where the sum on maturity could be higher or lower due to movements in the value of the underlying investments.

### **Net Asset Value (NAV)**

42. The market value of an investment fund's portfolio of securities as measured by the price at which an investor will sell a fund's shares or units.

### **Pooling**

43. The process whereby investments or loans are held corporately rather than for specific projects or parts of the Council, with recharges to those areas for their share of the relevant income and expenditure using an agreed methodology, where such a recharge is required to be made.

### **Prudential Code for Capital Finance**

44. The system introduced on 1 April 2004 by Part 1 of the Local Government Act 2003 which allows local authorities to borrow without Government consent, if they can afford to service the debt from their own resources and that any such borrowing is prudent and sustainable. This requires the preparation and approval of various indicators.

### **Public Works Loans Board (PWLB)**

45. The Public Works Loans Board is a statutory body operating within the United Kingdom Debt Management Office, an Executive Agency of HM Treasury. PWLB's function is to lend money from the National Loans Fund to local authorities and other prescribed bodies, and to collect the repayments.

### **Refinancing Risk**

46. Risk that maturing borrowing or other financing of capital projects cannot be renewed on terms that reflect existing assumptions and that the Council will suffer extra costs as a result.

### **Regulatory Risk**

47. Risk that actions by the Council or by any person outside of it are in breach of legal powers or regulatory requirements resulting in losses to the Council, or the imposition of extra costs.

### **Ring Fencing**

48. The largest UK banks, (those with more than £25bn of retail / Small and Medium-sized Enterprise (SME) deposits), are required, by UK law, to separate core retail banking services from their investment and international banking activities. Whilst smaller banks with less than £25bn in deposits are exempt, they can choose to opt up. Several banks are very close to the threshold already and so may come into scope in the future regardless.
49. Ring-fencing is a regulatory initiative created in response to the global financial crisis. It mandates the separation of retail and SME deposits from investment banking, to improve the resilience and resolvability of banks by changing their structure. In general, simpler, activities offered from within a ring-fenced bank, (RFB), will be focused on lower risk, day-to-day core transactions, whilst more complex and “riskier” activities are required to be housed in a separate entity, a non-ring-fenced bank, (NRFB). This is intended to ensure that an entity’s core activities are not adversely affected by the acts or omissions of other members of its group.

### **Security**

50. Protecting investments from the risk of significant loss, either from a fall in value or from default of a counterparty.

### **Sovereign Credit Ratings**

51. The credit rating of a country. It indicates the risk level of the investing environment of a country, considering political risk and other factors.

### **Sterling**

52. The monetary unit of the United Kingdom (the British pound).

### **Term Deposits**

53. A term deposit is a money deposit at a banking institution that cannot be withdrawn for a certain “term” or period of time.

### **Treasury Management**

54. The management of the organisation’s borrowing, investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.

### **Treasury Bills**

55. Debt securities issued by a government with a short-term maturity of up to 6 months.

### **UK Government Gilts**

56. Fixed-interest debt securities issued or secured by the British Government. Gilts are always denominated in sterling though the Government occasionally also issues instruments in other currencies in the Eurobond market or elsewhere.

**Variable Rate**

57. An interest rate that changes in line with market rates.

**Yield**

58. The annual rate of return paid out on an investment, expressed as a percentage of the current market price of the relevant investment.

**CYNGOR CAERDYDD  
CARDIFF COUNCIL**



**COUNCIL:**

**27 OCTOBER 2022**

**CABINET PROPOSAL**

**LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2021/22,  
INCLUDING MARKET STABILITY REPORT**

**Reason for this Report**

1. To enable Cabinet to consider the 13<sup>th</sup> Annual Social Services Report as required under Part 8 of the Social Services and Well-Being (Wales) Act 2014 (SSWB Act).
2. The Council is also required by law (Section 144B of the Social Services and Well-being (Wales) Act 2014) to prepare and publish a Market Stability Report (MSR) which includes an assessment of the sufficiency of provision of care and support in respect of both Adults and Children's Service. The first such report for the Cardiff and Vale region is included as part of the documents supporting the Annual Social Services Report.

**Background**

3. From 2009/10, each Director of Social Services in Wales has been required to produce and publish an Annual Report as part of an Annual Council Reporting Framework for Social Services.

**Issues**

4. This is the 13<sup>th</sup> Local Authority Social Services Annual Report, and the sixth such report since the implementation of the SSWB Act in April 2016.
5. The Regulation and Inspection of Social Care (Wales) Act 2016 places the Annual Report on a statutory footing and Care Inspectorate Wales (CIW) no longer produce an individual performance evaluation report for each council.
6. CIW do, however, send each local authority an annual letter which:
  - a. Provides feedback on inspection and performance evaluation activity completed by CIW during the year.

- b. Reports on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews.
- c. Outlines their forward work programme.

The 2021/22 letter is due to be received by the authority.

## **Overview of Progress – 2021/22**

- 7. The challenges presented to directly provided, commissioned and partner services in the year 2021/22 focus on the increasing complexity of issues being experienced by our citizens and the longer term impact of COVID-19 on demand for services.

- 8. Despite this, significant progress has been achieved in a range of areas with key highlights being:

### **Children's Services:**

- Interventions Hub launched.
- Reviewing Hub launched.
- Family Drug and Alcohol pilot commenced.
- Implementation of Youth Justice improvement plan.
- Increasing use of kinship arrangements.

### **Adult Services:**

- Strengthening our Independent Living Services.
- World Health Organisation (WHO) Age Friendly City Network acceptance.
- Ageing Well Strategy developed.
- Re-opening of Day Centres.
- Development of the Cardiff Cares Academy.

- 9. Work to respond to the challenge of increasing service demand and increasing complexity in the issues impacting on Cardiff's most vulnerable individuals, families and communities is set out in the priorities identified in the Annual Report. Our priorities are also reflected in the Directorate Delivery Plans for Children's Services and Adult Services for 2022/23. The delivery plans provide the detail of how the key priorities will be implemented (see appendices 3 and 4).

- 10. A key priority theme across all services identified for 2022/23 is to progress locality working models, integrating council and partner services to provide support and aligned interventions at the right time to improve outcomes and reduce duplication and gaps in provision.

Children's Services will:

Have a continued focus on shifting the balance of care -



- Tackle gaps in the sufficiency of placements and accommodation for children looked after and care leavers.
- Continue to prioritise the recruitment and retention of a permanent, engaged workforce.
- Develop a more integrated wellbeing approach, working to families' strengths to provide them with the support that they need.
- Work with partners in response to the increasing number of children and young people experiencing serious mental health and emotional wellbeing issues and to address the recent increase in serious youth violence in the city.

Adult Services will:

- Implement the Ageing Well Strategy across Older People's Services, embedding preventative services and strengths-based working.
- Improve hospital discharge through "whole system" joint working with health colleagues.
- Continue to develop the appropriate use of technology and equipment.
- Improve the support available for informal carers and reviewing services for those living with dementia.
- Work with partners to ensure the sustainable delivery of high quality care and support.
- Continue to support individual voice and control by improving access to advocacy and direct payments.
- Prepare effectively for the implementation of the Liberty Protection Safeguards.

## **Consultation**

11. The Local Authority Social Services Annual Report has been shared with staff and partners offering them the opportunity to feedback and share their views with us and a workshop with young people was held to discuss the themes and details in the report. A summary of feedback, responses and subsequent amendments made to the report is available at Appendix 2.

## **Market Stability Report**

12. The preparation and publication of Market Stability Reports (MSR) must be carried out on a regional footprint, with Local Authorities and Local Health Boards working together through the seven Regional Partnership Boards (RPBs). The Market Stability Report is attached at Appendix 5. The report will be published when approved by all partners.
13. The MSR must describe the market for Social Services regulated services across the region and within each Local Authority area and assess its overall stability. It must also consider services not regulated under the Regulations & Inspection of Social Services (Wales) Act 2016 (2016 Act) which also help meet

an individual's need for care and / or support, in particular support for unpaid carers and for young people leaving care.

14. The MSR must be undertaken every local government electoral cycle and should look forward, encompassing the period until the next iteration. This inaugural MSR will cover the period 2022 to 2027 and complements the most recently published Population Needs Assessment and Cardiff's Well-being Assessment.

## **Issues**

15. The Social Services and Well-being (Wales) Act 2014 (2014 Act) specifies the regulated services which should be included within the MSR. These are set out in the bullet points below and are presented in the report as individual sections.
  - Older people's (aged 65+) residential and nursing care homes.
  - Domiciliary care for adults aged 18 and over.
  - Adult placements / shared lives.
  - Adult advocacy services.
  - Children's care homes (residential care homes, secure accommodation, residential family centres).
  - Adoption services.
  - Foster and kinship care.
  - Advocacy services for children and families.
16. Each section includes details of the current service landscape, the services required to meet the needs of our citizens, a stability assessment (risks to the market) and the actions required to address those risks. Additional sections consider the sufficiency of services to meet future needs and the strategic themes which will require consideration to ensure stability of regional care and support markets in the future.
17. The MSR was undertaken between October 2021 and July 2022 and consultants, Alder Advice, were commissioned to support the region to undertake the engagement work, analysis of data and development of the MSR. Alder Advice are a group of independent professionals, providing expertise and specialist advice in the field of social care and health.
18. The MSR recognises that COVID-19 has impacted upon services in a number of ways, including increasing demand in some areas. There has also been a need to adapt or change the operating models of some services on an interim basis in order to maintain service delivery. Whilst many services are now returning to their pre COVID-19 delivery models, the longer-term impact of the pandemic on the care and support needs of the population will require continual monitoring in order to fully understand its impact on future market sufficiency.

## **Findings of the Market Stability Report**

*The need to address workforce capacity and skills shortages.*

19. The report found that recruiting and retaining staff with the skills needed to provide services for people with complex support needs is presenting a particular challenge.
20. In response to these challenges:
- **Children and Young People Services** will prioritise recruiting / training more in house foster carers, kinship carers and adoptive parents.
  - **Older Persons Services** will prioritise assisting providers to recruit and train domiciliary care staff and specialist dementia and end of life skilled care home staff.
  - **Adult Services** will focus on recruiting / training adult placement / shared lives carers and staff with specialist learning disability, autism, early onset dementia, and mental health care and support skills.

*To tackle the lack of placement sufficiency to meet specific needs and to ensure the fees paid to providers are fair and appropriate.*

21. The report found that ensuring the fees that we pay providers is fair is key to addressing the workforce recruitment and retention challenges and therefore to addressing market stability risks. Adult and older persons' care and support providers in particular are concerned about their financial sustainability.
22. In response to this finding of the report, work will be completed to:
- Undertake a cost of care exercise for care homes for older people, using the Welsh Government's Lets Agree to Agree Toolkit to inform the development of a new Fee Setting Strategy. The Strategy will set out a standard cost of care that reflects a fair price for the care that the Local Authority commissions.
23. The report also found that the lack of supply of residential care for our children and young people along with growing demand for residential care, particularly for those with complex needs, has resulted in Local Authorities paying high and unsustainable fees to access scarce service options.
24. In response to this finding work to:
- Increase the market in Cardiff will be progressed including the development of in-house services to lower the dependency on market conditions alone.
25. Insufficiency of supply was also an issue for services for working age adults with complex needs.
26. In response the Local Authority will:
- Develop additional in-house services and/or work in partnership with local not for profit organisations to increase high quality local provision.

*To modernise our approaches to commissioning and contracting*

27. The report identified a heightened risk of disorderly exit(s) from the adult care home market in the next 5 years due to sudden financial collapse or owners choosing to employ their assets in more profitable sectors due to unsustainable occupancy levels.
28. In response to this finding, the service will:
- Seek to improve the confidence and certainty that providers need if they are to invest in order to modernise service models and expand capacity where demand is highest by investing in a dedicated strategic manager role to lead on engagement with providers and shaping and management of the adult care market.
  - Co-produce our commissioning strategies, working in partnership with providers to shape the market. Specifically we will work with care home providers for older people to increase provision of good quality dementia care whilst moving away from general residential care.
  - Explore new ways of contracting based on outcomes where providers have greater choice, flexibility, and responsibility to deliver services to best meet the needs of citizens such as through community / locality contracts.
  - Improve our planning evidence base in both Children's and Adult Services, improving our modelling capability to guide the development of preventative services and more integrated health and social care pathways.
  - Use regional approaches where they will provide better value for money.

*Re-establish and strengthen quality assurance processes*

29. The report highlighted that during the COVID pandemic the Local Authority adapted quality assurance processes to comply with new pandemic regulations. The report recognises the importance of fully reintroducing robust quality assurance arrangements whilst highlighting the need to modernise approaches.
30. In response to this finding, we are:
- Developing new quality assurance frameworks for Domiciliary Care and Care Homes that include feedback from individuals regarding their experience of receiving care and support and provider self-assessment that will be validated by monitoring visits.

- Implementing a new dementia care learning network for providers, highlighting good practice and learning lessons from research around what works in dementia care.

*Shape the market to close gaps in non-regulated services including prevention and early intervention services*

31. The Population Needs Assessment (PNA) completed recently identified several gaps in the range of services available. Most gaps relate to non-regulated services. The MSR identified that often the gaps highlighted in the PNA were prevention or early intervention services. The MSR suggests that if these services were in place and were effective, they would enable more people to live their lives without needing support from the regulated services.
32. Our response to these findings includes, but is not limited to:
  - Increasing extra care housing / assisted living capacity.
  - Addressing delays in Occupational Therapy, continence and social work assessments.
  - Addressing gaps in effective support for individuals with a learning disability and sensory impairment / mental illness as these services can often enable greater independence.
  - Developing more support for families / foster carers to keep children at home during challenging periods
  - Improving access to support for families with children with learning disabilities / difficulties.

*Maximising choice and control by deploying Direct Payments appropriately*

33. The report found that, with the exception of a small increase in the number of Direct Payments for people with Learning Disabilities, the numbers of people in receipt of Direct Payments over the past 5 years have levelled out. The report recognises that Direct Payments maximises the choice and control individuals have over their care and support and as such it proposes that the service should work to increase take up.
34. In response to this finding, we will undertake work to:
  - Review opportunities to develop the micro-enterprise model currently used in some Local Authority areas to increase the number of personal assistants available to deliver direct payment funded services.
  - Adapt quality assurance systems that help our citizens identify and access good quality support.
  - Improve access to information and advice to help citizens make informed choices.
35. The Market Stability Report has assisted in formulating the key priorities in the LASSAR and a review of market stability will be included in future annual reports.

**Scrutiny Consideration**

36. The Local Authority Social Services Annual Report has been shared with the Community and Adult Services and Children and Young People's Scrutiny Committees – their initial comments have been received and responded to. Further letters are attached at Appendix 6.

### **Reasons for Recommendations**

37. To receive the Local Authority Social Services Annual Report for 2021/22 in order to fulfil the responsibilities required by the Welsh Government in the document entitled 'Part 8 Code of Practice on the Role of the Director of Social Services (Social Services Functions)'.
38. The Cardiff and Vale of Glamorgan Market Stability Report for the Regulated Social Services Care and Support Market considers the sufficiency of services to meet the future care and support needs of citizens within the region.
39. The MSR identifies strategic themes that need to be addressed to ensure future stability of the regional care and support market whilst developing market capacity.
40. There is a statutory duty placed on all Local Authorities and Health Boards to produce a MSR every Local Government electoral cycle. The report must be formally approved by Council.

### **Legal Implications**

41. The reporting requirements for local authority social services have been placed on a statutory footing by Part 8 of the SSWB Act and Regulations and Codes issued thereunder. The new legal provisions came into effect in September 2017.
42. Each local authority is required to produce an annual report on the discharge of its social services functions during the previous financial year (pursuant to s.144A of the SSWB Act), which must include:
- i. an evaluation of the performance in delivering social services functions for the past year, including lessons learned;
  - ii. how the local authority has achieved the six quality standards for well-being outcomes;
  - iii. qualitative and quantitative data relating to the achievement of well-being outcomes;
  - iv. the extent to which the local authority has met the requirements under Parts 3 and 4 of the SSWB Act;
  - v. objectives for promoting the well-being of people needing care and support and carers needing support for the following year including those identified by population needs assessments under section 14 of the SSWB Act;
  - vi. assurances concerning:

- structural arrangements enabling good governance and strong accountability;
  - effective partnership working via Partnership Boards; and
  - safeguarding arrangements;
- vii. the local authority's performance in handling and investigating complaints;
  - viii. responses to any inspections of its social services functions;
  - ix. an update on Welsh language provision; and
  - x. how the local authority has engaged people (including children) in the production of the report.
43. The report must be:
- i. published as soon as practicable after 31<sup>st</sup> March of the year to which it relates;
  - ii. presented to the council by the director;
  - iii. copied to Welsh Ministers; and
  - iv. made available on the local authority's website.
44. The Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2017 prescribe the format and headings of the report, which must be followed.
45. Non-statutory guidance has been issued by the Association of Directors of Social Services and Welsh Government [Microsoft Word - Annual Report Guidance.docx \(socialcare.wales\)](#) which provides guidance on the statutory requirements and best practice. The guidance states that: 'Although the report must be delivered to the council by the director, it is the local authority's report on the performance of its social services functions. It needs to explain how the wider functions of the local authority such as transport, housing, education and leisure have contributed and will continue to contribute to the achievement of individuals' well-being outcomes.' (paragraph 4.13)
46. The decision maker needs to be satisfied that the Annual Report for 2021/22 meets the requirements set out in Part 8 of the SSWB and the Codes and Regulations issued thereunder, and complies with the non-statutory guidance, as referred to above.
47. Under executive arrangements, social services functions are the responsibility of the Cabinet (pursuant to section 13(2) of the Local Government Act 2000 and Regulations made thereunder, SI 2007/399), which means that the Cabinet is authorised to approve the Local Authority's Social Services Annual Report, prior to submission of the report by the Director of Social Services to full Council.

#### Equality Requirements

48. In considering this matter the decision maker must have regard to the Council's duties under the Equality Act 2010. Pursuant to these legal duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations

on the basis of protected characteristics. Protected characteristics are: (a) Age, (b) Gender reassignment (c) Sex (d) Race – including ethnic or national origin, colour or nationality, (e) Disability, (f) Pregnancy and maternity, (g) Marriage and civil partnership, (h) Sexual orientation (i) Religion or belief – including lack of belief.

49. When taking strategic decisions, the Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers (WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 (gov.wales) and must be able to demonstrate how it has discharged its duty.

#### Well-being of Future Generations (Wales) Act 2015

50. The Well-being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.
51. In discharging its duties under the Act, the Council has set and published wellbeing objectives designed to maximise its contribution to achieving the national wellbeing goals. The wellbeing objectives are set out in Cardiff's Corporate Plan 2022-25. When exercising its functions, the Council is required to take all reasonable steps to meet its wellbeing objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the wellbeing objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.
52. The wellbeing duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:
- Look to the long term.
  - Focus on prevention by understanding the root causes of problems.
  - Deliver an integrated approach to achieving the 7 national well-being goals.
  - Work in collaboration with others to find shared sustainable solutions.
  - Involve people from all sections of the community in the decisions which affect them.
53. The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below:



<http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

54. The decision maker should also have regard, when making its decision, to the Council's wider obligations under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.
55. The Council must ensure that its procurement of services (and of any goods and works) are carried out in accordance with all procurement law requirements and with regard to the Council's wider public sector legal duties. Legal advice should be taken on each proposed procurement including as to the form of contract to be used. Appropriate resources (including legal resource) will need to be provided and adequate time allowed for the planning and carrying out of such procurements.

### **Financial Implications**

56. Whilst there are no direct financial implications arising from this report, the Market Stability Report (Appendix 5) sets out both the current and forecast state of the social care market over the next five years in respect of sufficiency and risks, including those of a financial nature. The report details seven areas of work that are planned to be undertaken in order to mitigate those risks, many of which will have associated costs. As each piece of work is developed and implemented, specific financial implications will need to be considered to inform both officer and member decisions, and reported as necessary at that time.

### **HR Implications**

57. There are no HR implications arising directly from this report. However, there are a number of employee related matters identified within responses to areas of concern identified within the Appendices. As those responses are taken forward there will be real and meaningful consultation with Trade Unions and any affected employees. If any changes to employees terms and conditions or working practices are required, these will take place in line with corporately agreed processes.

### **Property Implications**

58. There are no specific property implications in respect of the Local Authority Social Services Annual Report 2021/22. Where there are any property transactions or valuations required to deliver any proposals, they should be done so in accordance with the Council's Asset Management process and in consultation with Strategic Estates and relevant service areas.

### **CABINET PROPOSAL**

Council is recommended to approve the Local Authority's Social Services Annual Report for 2021/22 (including Appendix 5 MSR) respectively) for consideration by Council.

THE CABINET  
20 October 2022

*The following Appendices are attached:*

Appendix 1: Director of Social Services Annual Report 2021/22  
Appendix 2: Challenge Overview  
Appendix 3: Children's Services Directorate Delivery Plan 2022/23  
Appendix 4: Adult Services Directorate Delivery Plan 2022/23  
Appendix 5: Market Stability Report  
Appendix 6: Letters from Scrutiny

*The following Background Papers have been taken into account:*

Part 8 Code of Practice on the Role of the Director of Social Services (Social Services Functions)  
The Local Authority Annual Social Services Reports - Guidance

# Local Authority Social Services Annual Report 2021/2022

## Report on the effectiveness of Social Services



Mae'r ddogfen hon ar gael yn Gymraeg





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# 1

## FOREWORD AND INTRODUCTION

### Message from Lead Members

Firstly we would like to say a huge thank you to all the Council staff who have worked incredibly hard throughout the year to deliver the services highlighted in this report. We have been so impressed by their dedication, patience and professionalism and the way they have risen to the huge challenges that the pandemic and its aftermath have presented.



**Councillor Norma Mackie,**  
*Cabinet Member for Social Care,  
Health and Well-being*



**Councillor Ash Lister,**  
*Cabinet Member for Children  
and Families*

We also want to express our sincere thanks to all our partners – statutory, third sector and volunteers, who have contributed so much to ensuring better outcomes for those who need our help most. We would also like to thank our predecessor Cabinet Members, Cllr Susan Elsmore and Cllr Graham Hinchey for their significant contribution throughout the year.

This report covers the achievements of social care services in Cardiff in what has been another extraordinary year. The need to find a balance between ongoing provision of essential services whilst continuing to adapt to the ever-changing demands of the COVID-19 pandemic has been a considerable challenge.

Whilst the COVID-19 pandemic has necessarily had an impact on the pace of implementation for our objectives, it has also provided us with an unprecedented opportunity to modernise our way of working. Our COVID-19 recovery plans embrace the potential presented by the rapid deployment of digital technology, and we will continue to maximise our use of the widest range of new technologies to ensure that citizens are offered the most efficient, effective and responsive services we can provide.

This report sets out the progress that we have made during the year – such as the improvements made to the Youth Justice Service in Children’s Services and the introduction of the Ageing Well Strategy in Adult Services. It also highlights some key statistics – such as Children’s Services responding to 47,424 new contacts and the Adult Services First Point of Contact team managing 39,786 contacts with an answer rate of 96%.

The shift in the balance of care towards prevention and away from a threshold-based approach continues to be a key focus for both Children’s and Adult Services. The importance of this is becoming more and more evident as we experience the longer term impact of COVID-19 on demand for services, particularly in relation to Children’s Services and in Older Persons’ domiciliary care services. In order to mitigate the significant increase in demand and complexity of need we are working to future proof our services, ensuring that the right services are provided by the right people and at the right time, and that we have the right resource and capacity to meet our statutory duties.

There is, as always, much to do and we will work together to provide the leadership needed to support our social care services. The priorities for the coming year are shown in this report for Children’s, Adults and Social Services as a whole, with partnership working and co-production being our underlying key principles. The detail of how these priorities will be implemented is set out in the Children’s and Adult Services Directorate Delivery Plans.



Search Schedule



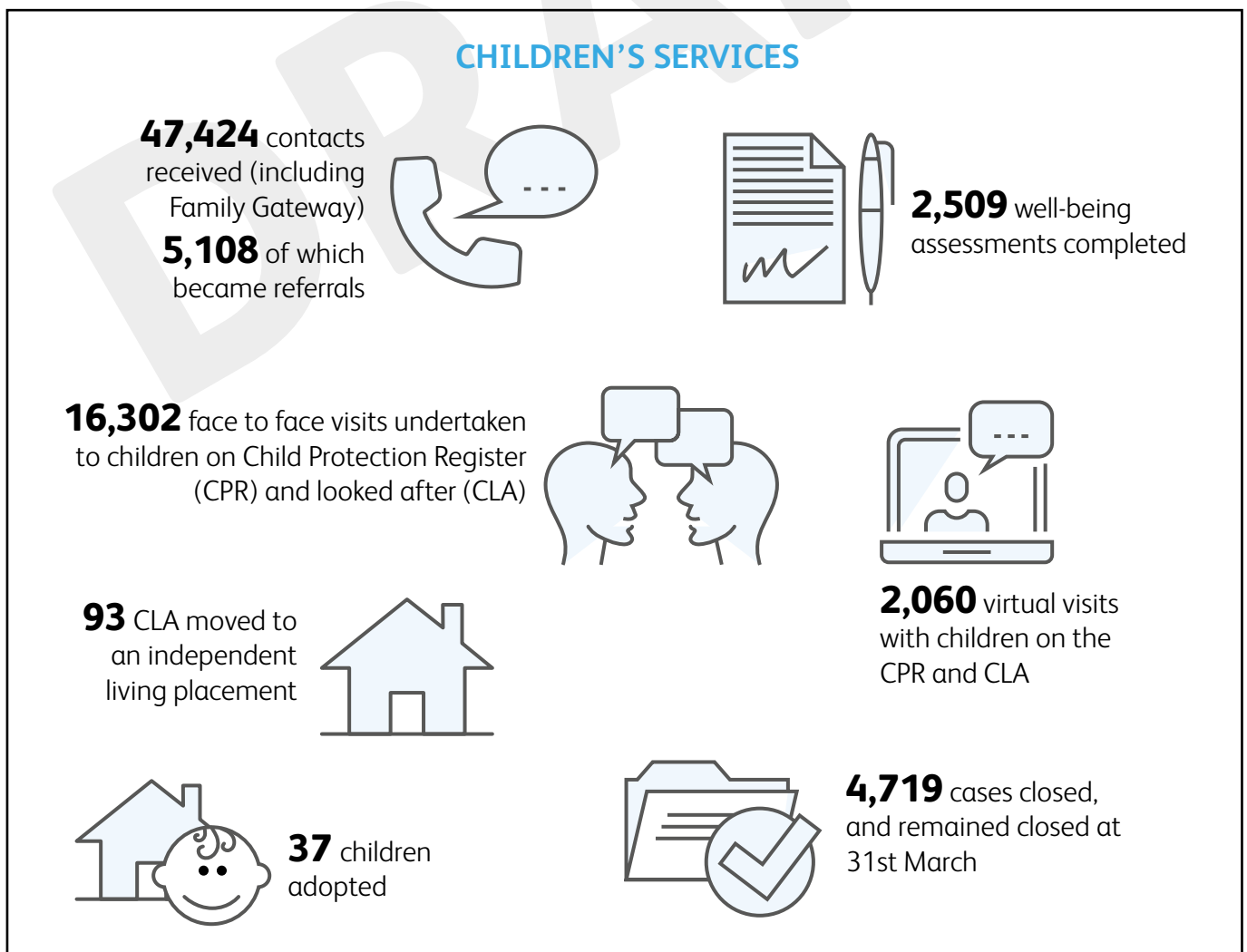
## Message from the Director of Social Services

This report shows the range and scale of the work undertaken, in partnership, by Cardiff Council to support those who need our help across the city in the year April 2021 to March 2022. Children's and Adult Services, along with all other Council directorates, have continued to respond to the ongoing and changing needs resulting from the COVID-19 pandemic and to begin to implement plans for the recovery of all our essential services. The impact of the pandemic on some aspects of service performance are identified in the report and the ongoing scale of the challenges that face the social care sector cannot be underestimated. The focus that has been required to prioritise activity and maintain key services in the context of increasing demand and complexity is an impressive achievement, and I am hugely proud of our workforce for the dedication and resilience they have shown.



**Sarah McGill,**  
Corporate Director of People & Communities and Director of Social Services

Some key figures to demonstrate the volume of day-to-day work undertaken during the year are below:





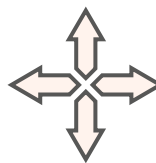
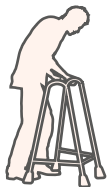
## ADULT SERVICES

**1,693**  
Adult Safeguarding  
enquiries started



**15,943** incoming calls to  
First Point of Contact (FPoC)

**2,263** people receiving  
domiciliary care through all services



**146**  
referrals received through  
the Hub Wellbeing Officers

**503** Well-being  
Carers Assessments  
undertaken



**2,153** assessments completed  
by the Independent Living Team



**6,868** Care and  
Support Plans and  
**2,762** reviews  
completed



## SOCIAL SERVICES

Academi  
**Gofalwyr  
Caerdydd**

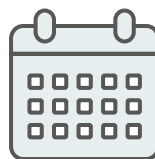


**Cardiff  
Cares  
Academy**

**116** people registered with  
the Cardiff Cares Academy



**354** staff  
received Manual  
Handling training



**521** same/next working  
day requests received to the  
Joint Equipment Service

**90,025** meals delivered  
by Meals on Wheels  
throughout the year



Following the appointment to the newly created posts of Director of Children's Services and Director of Adult, Housing and Community Services last year, we have realigned our support services to ensure that both Directorates have dedicated resources to enable more specific service planning, development and assurance. The benefits of aligning services in this way are evident as it has enabled us to target directorate resources more effectively, ensure clearer accountabilities and significantly improve directorate financial management.

In terms of inspection activity in the year, a follow up inspection of the Youth Justice Service by Her Majesty's Inspectorate of Probation (HMIP) commenced in March. The three-week inspection considered pre-Court cases, post Court cases and resettlement, including interviews with staff, young people receiving services and partners, and close examination of in excess of 40 cases. Further information will be available when the report is published later this year.

I have summarised my assessment of the key developments and challenges in Children's and Adult Services below:

# 2



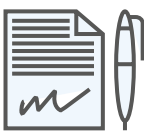





## CHILDREN'S SERVICES OVERVIEW

The Delivering Excellence in Children's Services Strategy 2019-22 sets out the key activities required to deliver progressive change and shift the balance of care for children in Cardiff. The strategy is currently being reviewed to reflect the distance already travelled and to include the new initiatives we are implementing to provide families with the right support, from the right person at the right time, in the right place and at the lowest safe level of intervention.

We continue to focus on 3 key areas:

- Developing our **practice** and procedures.
- Supporting a permanent **workforce**.
- Ensuring a range of support in the **community** and a variety of homes for children are available in Cardiff.

This year has seen a continued significant increase in demand for Children's Services, particularly at the front door. It is anticipated that this increase in demand will continue as we see the long-term impact of COVID-19 harm on children and their families. This reinforces the need to deliver against our strategic change objectives that are intended to support us to manage demand and shift the balance of care. An overview of the change in demand across the child's journey is set out below:

Contacts	Referrals	Well-being assessments	Strategy discussions
<b>47,424</b>  <b>▲ 26%</b> 37,503 (2020/21)	<b>5,108</b>  <b>▲ 9%</b> 4,690 (2020/21)	<b>2,509</b>  <b>▼ 6%</b> 2,651 (2020/21)	<b>5,338</b>  <b>▲ 33%</b> 4,007 (2020/21)
Section 47 enquiries	Initial child protection conferences	Added to Child Protection Register	Started to be looked after
<b>4,171</b>  <b>▲ 49%</b> 2,798 (2020/21)	<b>689</b>  <b>▼ 6%</b> 730 (2020/21)	<b>612</b>  <b>▼ 15%</b> 705 (2020/21)	<b>306</b>  <b>▲ 10%</b> 279 (2020/21)

The increase in demand and complexity, alongside the ongoing impact of the pandemic has impacted considerably on our performance against key targets (for example, in relation to timeliness of wellbeing assessments and completion of plans for children looked after). As part of our COVID-19 recovery and return to business as usual we are closely monitoring our performance to inform our project planning and implementation of the improvement workstreams that are described throughout this report.

## Shifting the Balance - Practice

Due to the ongoing nature of the COVID-19 pandemic during 2021/22 we have continued to capitalise our use of technology to support the delivery of our services. Our digital / in person hybrid approach enabled us to adapt our Operating Model at short notice to respond to the regular changes in Welsh Government guidance and legislation. Priority was given to safeguarding and child protection at all times and face to face visits to the children who most needed them were maintained. However, at the times when the COVID-19 risks were at their highest risks we reverted to virtual visits where it was safe and appropriate to do so. Going forward, we will retain this hybrid model of working that enables us to safely meet the needs of children and their families whilst ensuring the most appropriate and efficient use of resources.

Children's Services are continuing to implement the Delivering Excellence in Children's Services Strategy and have made significant progress in key areas throughout the year (detailed below). The Strategy will be reviewed in 2022/23 to ensure that it is up to date and sets the direction for the Directorate for the next 3 years.

A systems review has been undertaken during the year to ensure that our processes are streamlined, and our services are future proofed to enable us to respond to the increase in demand and complexity that we are experiencing. We will be focusing on our front door to address failure demand and shift our approach to supporting families, so we take a more integrated wellbeing approach, working to families' strengths to provide them with the support that they need. This focus on integrated prevention services will ensure that risk is managed appropriately throughout the service to safeguard children effectively and reduce the potential for a risk averse use of formal child protection investigations. Implementing the recommendations from this review will be one of our priorities in 2022/23.



Cardiff Family Advice and Support (CFAS) offer a range of information, advice and assistance for children, young people and their families in Cardiff and are the initial contact point for any professional, parent, child or young person in Cardiff where there are no safeguarding concerns. On 31st March 2022 the Family Help and Family Help Disability teams had provided tailored support to 2,407 children and young people and their families, and the Family Gateway contact officers had offered information, advice or assistance to 10,340 people who contacted the Gateway.



During the year the CFAS Family Help team has grown to respond to the increase in demand, with the creation of a third locality team. The Primary Mental Health Worker posts have been secured and this team have continued to support practitioners in ensuring children and young people have access to appropriate support in relation to their emotional and mental health. As well as managing caseloads and offering casework advice, this included offering training to practitioners on exploring mental health through an Adverse Childhood Experience lens, and a practical session in relation to working with anxiety.

Work on agreed referral pathways has been undertaken with the team developing the Cardiff and Vale University Health Board (UHB) Single Point of Access (SPoA) for children and young people with mental health and emotional wellbeing needs. The aim is to enable the practitioners leading the SPoA to refer families directly to the Family Gateway, rather than signposting them to make contact themselves. This will assist those families who are unlikely to make contact themselves because of a lack of confidence, or other underlying emotional and mental health issues.



Other key developments during the year include:

- A group of young people were identified to work in partnership with Promo Cymru to develop a promotional campaign for CFAS. The young people have previously received support through the service and wanted to share their experiences in order to encourage others to access the information, advice and assistance that they need.
- An evidence portfolio for the Youth Participation Standards was developed and submitted. Following an assessment visit early in 2022/23, the service met all the standards and were awarded the Families First Quality Award.
- The Gateway has become a trusted referral partner for the NSPCC and now can refer to a number of services, including their 'Baby in Mind' service.
- The Family Gateway Team supported the delivery of the Welsh Government package of support for unpaid carers, to promote the value that they bring to the Welsh economy, communities and health and social care system. £275,000 of funding has been passed onto unpaid carers, with over 500 unpaid carers benefitting from the grant. The pandemic has had an overwhelming physical and emotional impact on children with disabilities and their families, so the grant is being used to support unpaid carers to cope with the effect of the COVID-19 pandemic and help them to meet their wellbeing needs. Funding has been offered to those families open to the Council's Child Health and Disability and Family Help Disability teams.



The Support4Families team is working well and during the year, worked with 1,864 children below the threshold for statutory services. Feedback received from families about services and support provided has been really positive – particularly about the difference that they have made to families during the pandemic.

During the year we have implemented an Interventions Hub to bring together all of our in-house interventions. This includes Family Intervention and Support Service (FISS) workers, on call FISS (for support out of hours), Rapid Response workers, Think Safe! and our Adolescent Resource Centre. This has enabled one referral pathway for requesting support services whilst also improving clarity of roles, reducing duplication and helping to ensure that children and their families receive the right support from the right person at the right time.

We have also introduced a Reviewing Hub that builds on the services that we already had in place to support statutory reviewing functions for children on the Child Protection Register and children looked after. The Reviewing Hub will enable us to meet the increased demand for reviewing services resulting from the increasing numbers of children being looked after, whilst also extending the service to children with care and support plans (CASP). This independent review of all CASP will improve our planning and help to ensure that cases are stepped up and down in a timely manner. It will help us to evidence that children and their families are receiving the right support from the right person at the right time, and reassurance that cases are being managed and closed appropriately.

The Safeguarding Adolescents from Exploitation (SAFE) model is being piloted and a suite of SAFE tools are being used to support the process. The SAFE Operational Groups have received huge partnership support and buy in, and we are seeing improved relationships, communication and information sharing as a result. This is key to enable us to keep up to date with the ever-changing themes and trends in relation to criminal exploitation and sexual exploitation so we can minimise the risks to young people, their families and communities.

A project has been established with dedicated support to implement our Court Improvement Plan - to help us to ensure that mechanisms are in place to monitor cases that are in the Court process and report on progress and timescales. Planning is underway for a Court Team to be developed to give this work the focus that it requires, and redaction work will be integrated into the Children's Services structure early in 2022/23. Court specialist social workers have been employed to lead on Court work and to upskill the workforce in this area.

During the year we have undertaken a review of children on Placement Orders who are not yet placed for adoption and steps are being taken to discharge Care Orders and revisit care plans where appropriate. These reviews will be revisited regularly to increase certainty for children with all children having a contemporary plan for permanence. We have made improvements to life journey work by ensuring that Life Journey Workers are allocated at the point the plan for adoption is agreed. The role of the Life Journey Worker is now embedded into the case management teams and additional workers are being trained in therapeutic life journey work to ensure that life journey milestones are met. Discussions in relation to the acceptance of transference and support three years after Adoption Orders be granted are ongoing due to the likely impact for Cardiff regarding duties, responsibilities, and budget.

We have also made a number of developments and improvements to our services for young people leaving care to support their transition to adulthood. In line with Welsh Government guidance, we are implementing Extended Entitlement on a case-by-case basis, whereby the support of a Personal Advisor is available to all care leavers up to the age of 25, irrespective of whether they are engaged in education or training. We have employed a specialist worker to make links between young people and the Department for Work and Pensions, supporting young people with universal credit claims, developing their CVs and in obtaining training. A review of our Personal Advisor Service has been undertaken and consideration is being given to how this service can best support our care leavers going forward.

In relation to transition for children with disabilities, the joint Planning for My Future Protocol has been launched with the aim of improving young people's experience of transitioning from Children's to Adult Services. We have also implemented a multi-agency Transition Review Interface Group (TRIG) that considers which Adult Services team cases will transfer to in order to prevent delay. This is having a positive impact, although we acknowledge that there is still some work to do to further improve performance in this area. We have considered the Let Me Flourish review, undertaking an analysis to determine where we are in relation to the 19 key findings. The outcome of this has informed the production of an action plan to develop and improve services for children with disabilities and their families. These families have been particularly affected by COVID-19 so providing them with the support that they need, including domiciliary care and short breaks is one of our key priorities. Use of Direct Payments for families of children with disabilities is also being promoted and we are considering the potential to use Direct Payments for other families.



Other developments that we have worked on during the year that will continue to be priorities in the next iteration of the Delivering Excellence in Children's Services Strategy include:

- The development of an **integrated edge of care service – The Right Place**, based on the North Yorkshire Model.
- Embedding **locality working** – particular progress has been made with schools and work with GP clusters has commenced.
- A focus on **Quality Assurance** and **improving practice** – for example we have identified 5 key priority areas and are running workshops to ensure that practice standards are met and consistently applied across the Directorate.
- A focus on developing **participation** – a framework is being established with input from children and parents setting out the importance of participation and involvement of children and families in the development of individual plans, and also service planning. The implementation of the Mind of My Own app during the year has been a particular achievement in this area.
- The **Family Drug and Alcohol Court pilot** – this pilot is in the early stages, but we are already seeing improved involvement and engagement in the Court process for the families involved in the pilot.



## Shifting the Balance – People / Workforce

During the year we have developed a Workforce Action Plan with a focus on “getting into and back into social work”. The purpose of the action plan is to attract both newly qualified and experienced social workers to Cardiff. The latter continues to be an issue for us and other Welsh local authorities, so work is continuing but we have made progress in a number of key areas, including:

- Engagement with universities to attract students to Cardiff.
- Improving our use of social media to attract social workers to Cardiff.
- Working with Community Care to create 5 articles over 12 months that highlight our workforce, learning plan and how we work with children and families in Cardiff.
- Developing a staff induction pack to ensure consistency of support and information for new starters.
- Consultation with staff to identify individual learning needs and styles.
- Training and Development Framework agreed with work to support career progression to follow.
- Restructuring of the Training Team to provide dedicated support and resources for Children's Services.
- Appointment to Practice Lead roles in all 3 locality teams, with plans for an additional 2 appointments. The purpose of these roles is to support newly qualified social workers in their first years in practice, to embed good practice and to ensure consistency of practice across the Directorate.
- Use of short term COVID-19 Recovery Funding from Welsh Government in support of prudent social work – ensuring that social workers only doing what only social workers can do. For example, we are piloting the use of Social Worker Resource Assistants who have been supporting social workers with arranging and minuting core group meetings, collating information for chronologies along with numerous other tasks. The pilot is in its very early days, so it is too soon to evidence an increase in performance, however the feedback from social workers is extremely positive.



All of the above initiatives have enabled us to build on the good work that we did in 2020/21 and continue to recruit permanent social workers. This year we have seen a net gain of 13 social workers, and an additional 3 internal promotions to positions across the service. This has resulted in our vacancy rate reducing from 28.8% in March 2021 to 23.9% in March 2022. We also continue to engage with providers of agency social workers so we are able to ensure that vacancies are covered whilst permanent recruitment processes are undertaken. We do, however, have significant concerns about current capacity in the service to manage and respond to the increased demand and complexity of presenting issues – work to mitigate this is ongoing.

Sickness rates in Children's Services increased during the year to a full time equivalent (FTE) of 15 from 12.88 in 2020/21, although this was below the target of 17.5, so the target was met.

### **Shifting the Balance - Place**

Progress is being made in our work to shift the balance of care. The Reunification Framework, which aims to support children to return to live with family where it is safe for them to do so, was launched during the year – a Reunification Team comprising a principal social worker, social worker and 4 support workers has been set up. This team has a specific focus on the reunification of children to their families. In the first instance the team are working with young people subject to section 76 (voluntary care) or who have been looked after for a period of 2 and a half years.

The number of children remaining with their families in kinship arrangements has increased, as has the number of children who are on a Care Order but placed with their parents. Work to discharge Care Orders for children who are placed with their parents where it is appropriate to do so, to ensure that we are working with families at the lowest safe level of intervention has started and is ongoing. Similarly, work to convert kinship arrangements to Special Guardianship Orders has also commenced and will be one of our priorities in 2022/23.

Work to grow the in-house fostering service is progressing well with the number of in-house carers increasing from 104 to 114 during the year and an additional 18 full assessments in the pipeline. Campaigns to grow our in-house fostering service continue and we are currently focusing on attracting carers specifically for children with disabilities, teenagers and parent and baby placements.



We have recently appointed a Market Engagement Officer to develop the relationship between Cardiff and the Independent Fostering Agencies (IFAs), so they are better able to meet our needs. This includes work with both the larger IFAs and small independent providers to develop parent and baby placements, placements for teenagers and therapeutic placements.

During the year we have progressed our plan to develop in house residential provision with the launch of our Assessment Centre and pop up pop down emergency accommodation. We have also worked with local residential providers and colleagues in Housing to secure an additional 4 residential beds and 15 Young Person's Gateway units in Cardiff respectively, with more due to come on stream in 2022/23. We have also worked with the Salvation Army to develop a 6 bed unit specifically for unaccompanied asylum seeking children (UASC) that is due to open early in 2022/23. This accommodation will form part of a pathway for unaccompanied asylum seeking children that will enable us to undertake an additional assessment of their needs before determining which provision would be best placed to meet their needs. Work with providers to ensure accommodation sufficiency for UASCs is ongoing.



*Assessment Centre*



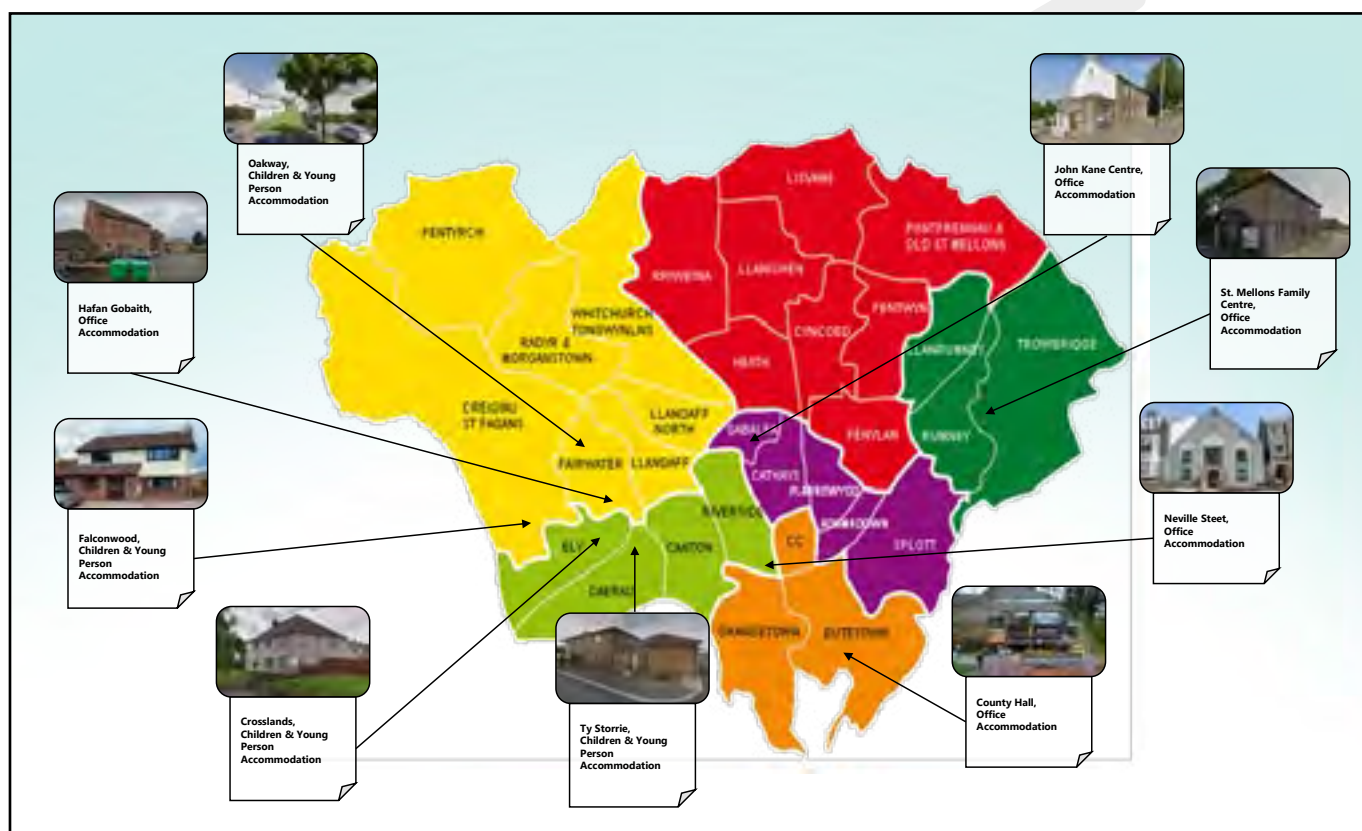
*Emergency Accommodation*



*Existing residential provision*

Placement sufficiency is a significant issue as the market is not currently able to meet the increase in demand for placements and the complexity of needs for young people. We have recently seen an increase in the number and consistency of children being placed in unregulated placements because we have not been able to source regulated placements to meet their needs. An urgent project group has been established to ensure that this work is prioritised and dovetails with our implementation of the Integrated Edge of Care Service – The Right Place (North Yorkshire Model) and our work to develop our accommodation portfolio – for in house placements and bases for staff.

The image below sets out our existing accommodation. We are developing our short, medium and long term plans to better support direct work with young people, and to accommodate the changing needs of our staff teams (for example to enable the staff from the new Interventions Hub to be based together).

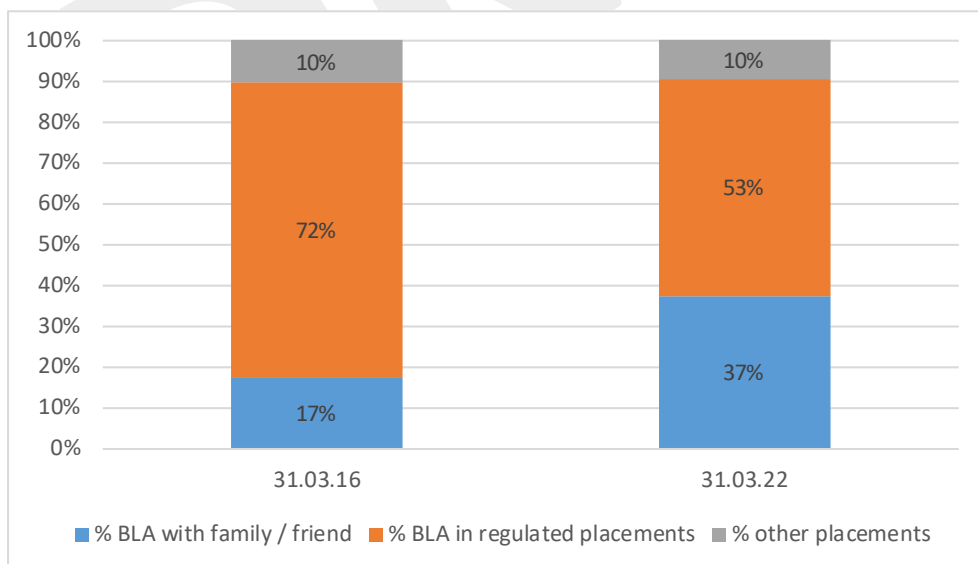


The impact of COVID-19 on families of children with disabilities is becoming increasingly evident with growing numbers of families experiencing breakdown so timely provision of these support services is hugely important for families with children with disabilities. In response we have set up a separate project group looking to identify and meet the needs of children with disabilities – including activities, short breaks and looked after placements. The project will oversee all of our work to develop our services for children with disabilities, including the implementation of the action plan in response to the “Let Me Flourish” report mentioned above. However, the initial focus of the project is to ensure that our in house provision for overnight short breaks (Ty Storrie) is modernised and able to meet the demand and complexity of needs of children with disabilities. Options for the reshaping of Ty Storrie have been considered and the preferred design has been chosen – a 4 bed modular design has been chosen to better meet the needs of young people. The detailed work is in the process of being commissioned.

We have particular concerns in relation to young people with serious mental health and emotional wellbeing issues. Where these young people are not able to be safely discharged home, they are experiencing delay in discharge from hospital as there is a lack of accommodation provision to meet their needs. This issue is being addressed with partners including Health as part of the Starting Well Partnership - three main workstreams have been identified with short, medium and long term objectives. The first workstream is focusing on the formulation of joint discharge plans for children and young people currently in hospital and developing relevant toolkits in support of this – for example we are working on a self harm and suicide toolkit. The second workstream will focus on working with providers to provide wrap around support to prevent hospitalisation and expediate discharge. The third workstream is the commissioning of a long term accommodation solution with wrap around support for these young people.

In addition to this, during the year there have been a number of provider performance issues and providers in escalating concerns, some of which are as a result of COVID-19 and the impact that this has had on staffing issues. We are working with providers and the Care Inspectorate Wales to address these issues.

The chart below shows the shift in the balance of care we have achieved in recent years – the growth in proportion of children being looked after (BLA) and placed with parents on a Care Order or in kinship arrangements with family members is evident:



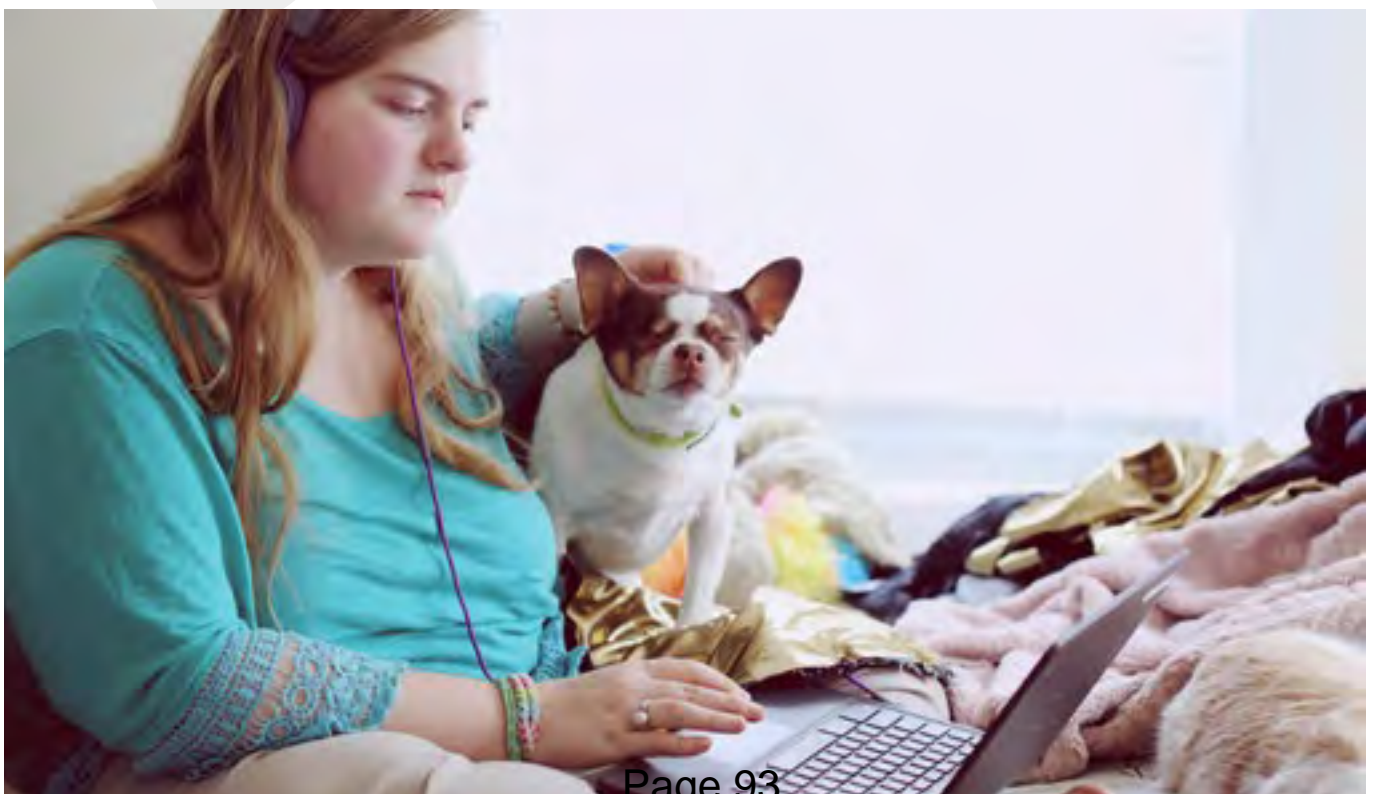
# 3

## TRANSITION TO ADULTHOOD

How we help young people to transition to adulthood is key to the success of their future lives. Within the Adult Learning Disability Team, there are 4 specialist transition workers. They start working with young people from the ages of 16 – 17, alongside the Children’s Services social worker, and specialist Health and Education colleagues to plan for the transition to Adult Services. Over the last year, the Learning Disability Service has worked alongside Education colleagues and Cardiff and Vale College to pilot a course for young people with complex needs with good success. Young people attend college 2 days a week and are supported by day service staff to put learning into practice on the other 3 days. This has enabled young people to remain living locally and maintain friendships and familiar services. Work is ongoing to develop this service to meet needs and wishes locally.

During the year we developed a Young Person’s Multi-Disciplinary Team in partnership with Housing colleagues to identify and meet the growing number of young people presenting with a range of complex needs, addressing themes such as mental health, substance misuse and risk of exploitation together with housing and homelessness issues. A bespoke multi agency service has been developed that can be tailored to the needs of the individual young people, this includes case co-ordinators, therapeutic and substance misuse workers and a menu of targeted interventions provided by Cardiff Mind, including fast track into 1-2-1 counselling. It is anticipated this pilot will provide learning on how to support our young people impacted by trauma and displaying challenging behaviours.

In the coming year we also plan to improve our approach to neurodiversity - funding has been approved for the appointment of two specialist social workers to further develop our services in this area and provide dedicated support for those with autism and Attention Deficit Hyperactivity Disorder (ADHD) and a range of other conditions.



# 4

## ADULT SERVICES OVERVIEW



Adult Services faced unprecedented challenges during 2021/22. The impact of the national care crisis reduced availability of care, while at same time demand for care increased dramatically. 1,644 referrals for domiciliary care were made during the calendar year 2021, 18.4% more than in 2019. At its peak, domiciliary care referrals were 36% higher than pre pandemic levels and while this has levelled off more recently, the impact of this surge in demand for services is still being felt and the ongoing fragility of the care market remains of concern. In addition, the volume and complexity of casework combined with challenges in staff recruitment and retention have put pressure on both social work and occupational therapy assessment. Supporting our care providers and addressing our recruitment and retention issues remain a key priority for the coming year.

Despite this context, significant progress has been made on setting out our strategic direction and delivering service improvements. New partnerships have been formed and existing ones further developed to help us meet the current and future challenges.

Carers Wellbeing Assessment	Safeguarding Enquiries	No. of individuals with a care and support plan in place at the end of the year	
<b>503</b> <b>14%</b> 440 (2020/21)	<b>1,693</b> <b>29%</b> 1,316 (2020/21)	<b>4,429</b> <b>6%</b> 4,197 (2020/21)	
No. of people in Care Homes (all)	No. of days offered through LD Complex Day services	No. of citizens supported by Ty Canna	Care Plan Reviews Completed
<b>872</b> <b>2%</b> 890 (2020/21)	<b>2,772</b> <b>12%</b> 2472 (2020/21)	<b>992</b> <b>6.5%</b> 931 (2020/21)	<b>2,762</b> <b>32%</b> 3,039 (2020/21)

## Cardiff Ageing Well Strategy 2022-27

The Cardiff Ageing Well Strategy was developed during the year and agreed by the Council's Cabinet in January 2022. The Strategy sets out an overarching vision for services for older people in Cardiff and how we will address the challenge of an ageing population. The Strategy sets out the vision to "Support older people to live well in their homes and communities". A number of key aims have been developed informed by a review of strategic documents and feedback from partners and service users.

The key aims of the Strategy are:

- Supporting older people to stay active and connected in an age friendly city.
- Supporting older people to live independently at home through strengths-based preventative services.
- Working in partnership to deliver high quality sustainable care and support.
- Supporting informal carers and valuing their role.
- Ensuring our services meet the needs of the most vulnerable.
- Proactively modernising our services.

The Ageing Well Strategy will be the first of a suite of documents that will be developed to set out our vision for service development and delivery.



*Residents of a care home enjoying a Gardening Club*



*Day Services opportunity; reducing social isolation*

## Age Friendly City

Cardiff completed the application process to join the World Health Organization's (WHO) Global Network for Age-Friendly Cities and Communities at the end of 2021 and was accepted as a member at the beginning of March 2022. This is a joint venture by the Public Services Board (PSB) who made a commitment to working together to contribute to the global age-friendly community. A requirement of the submission was the development of an action plan focused on the eight domains that the WHO have identified as encompassing all areas of community life.

## Addressing Social Isolation and Loneliness

The recently published Population Needs Assessment showed that loneliness and social isolation has increased during the pandemic and some who were self-sufficient are now in need of support due to reduced resilience. A range of activity is ongoing and in development to help prevent social isolation across the whole spectrum of need, this work is being taken forward in a joined-up approach between Adult Services and Communities Services.

**The Sunflower Club** was born during lockdown and was originally set up as a digital group to support people experiencing loneliness and isolation. Group members met virtually weekly and were provided sunflower seeds to grow during the summer months, with updates provided weekly by group members on how they were growing and problems they were facing with growing their sunflowers. This expanded as lockdowns lifted to become an in-person group and is run from the Rumney Hub attended by people from all across Cardiff weekly. They have recently secured funding from the Royal Society for the Protection of Birds (RSPB) and have been chosen as the project in Wales that RSPB are showcasing for their Nature on your Doorstep series of films. The online group continues to be run as well offering people an opportunity to meet both virtually and in person and this continues to be a success. The link to the film can be found here: <https://www.youtube.com/watch?v=SVmFlqej4AY>

## Developing New Accommodation Options

As part of the Older Person's Housing Strategy a number of key developments have been identified to ensure that people supported by Adult Services have access to accommodation that is suitable to meet their needs and provides local accommodation options in people's own communities. The Strategy resulted in the establishment of a Rehousing Solutions service that delivers tailored housing support for older people. Good progress has been made in establishing the team and further work has been identified to promote the wider use of Extra Care and community living housing as an alternative to residential care for both respite and permanent care.

Development of a wide range of older persons housing is included in the Council's new build programme, this will include:

- Development of 214 Care-Ready apartments for older people within 4 communities throughout Cardiff.
- Development of older person flats at Moorland Road.
- Submission of the planning application for the Michaelston Wellbeing Village.

Accommodation options are also being developed for those with mental health and learning disabilities including:

- Step-down accommodation options for people with mental health issues to move out of residential accommodation.
- Improved overnight respite offer for people with learning disabilities.
- Development of proposals for new supported living accommodation.





*Rumney scheme*



*Llanederyn Scheme*



*St Mellons Scheme*



*Extra Care in Cardiff*

## **Wellbeing Support Services**

In July 2021, Cardiff Wellbeing Service was launched, offering health and wellbeing support to the residents of Cardiff.

Since the launch of the new service, Health & Wellbeing Mentors have been providing 1-2-1 hand holding support. The team have been working with individuals, including unpaid carers, to have wellbeing conversations to identify their individual needs. Each customer has then been given a tailored plan to suit their specific needs with the aim of positively impacting their lives. The team work with key partners, e.g. Advice / Support services, Public Health Wales and 3rd Sector. Emphasis is also given in ensuring social prescribing to community activities, for example accessing the Hubs Events programme with the aim of tackling social isolation.

There are no barriers to individuals accessing the Wellbeing Service which has been promoted widely. By December 2021 the team had received over 100 referrals and forged partnerships with MIND, Cardiff & Vale College and colleagues within the Health Board to further assist our customers.

With the aim of widening the social prescription offer, Community Inclusion Officers are based within the team and facilitate a variety of activities both online and face to face to suit all customers, providing classes linked to ageing well, such as Tai Chi, falls prevention, gentle chair exercises as well as the increasingly popular walking football and netball sessions. Most prevalent are the very popular gardening clubs which are attended by older people some of whom have been affected by bereavement. Powerful feedback has been given by participants who report regaining of a sense of purpose in life.

An average of 1,000 customers per month attend Community Inclusion events (including digital and face to face) be it a local walking group, litter picking, coffee get togethers or social chats, proving how valued these additional services are by local residents.

## Older Persons Day Centres

Our Older Persons Day Centres reopened during the year and are once again providing much needed services in the community for older people with high care and support needs. The pause in delivery during the pandemic has demonstrated how much these services are needed and valued by the people who attend them and by their carers. A wider range of activities are now being provided in the centres, to meet all preferences and this include more activities in the community.

Delivery of various wellbeing activities has included:

- Baking / cooking sessions
- Outings to parks and shops in the local area
- Peddle Power
- Nail cutting service
- Chair yoga
- Painting sessions
- Dial service - delivering general arts and craft activities
- Sports Cardiff - 60+ provision sport
- Read Aloud / poems
- Variety of Rempods / reminiscing sessions
- Outdoor walking groups

The Day Centres have now started to offer weekend opening which has been well received by service users and families extending the hours that the service is available and providing more flexibility for service users and their carers.

## Prevention and Strengths Based Working Independent Living Services

Demands on our front door and preventative services have continued to be high. During 2021/22, First Point of Contact (FPoC) dealt with almost 40,000 calls with an answer rate of 96%. The number of new referrals received increased by 34% and despite this 85% of referrals were able to be resolved at first point of contact without onward referral to Social Care, allowing social workers to deal with more complex cases.



Pressures on the Occupational Therapy services also continue. The team have received 20% more referrals than for the same period prior to the pandemic.

First Point of Contact (FPoC) hospital teams have supported 2,446 patients with discharge in 2021/22, through the provision of community-based solutions that have reduced bed-blocking and helped patients remain independent once home. It is estimated that FPoC hospital teams have assisted Health Services in avoiding 2,070 bed days in the last financial year.

Despite these challenges of the pandemic our Independent Living Service (ILS) continued to support clients to remain at home by providing a range of advice and assistance. 95% of clients said that they felt able to live at home more independently following support from ILS. Through 2021/22 the ILS continually reviewed demand upon each of its services, reassigning its multi-skilled teams as appropriate to ensure that services continued to be delivered and staff wellbeing was supported.

The service has continued to embrace a more digital approach to delivering services. Where appropriate our Occupational Therapy and Visiting Team have carried out assessments of citizens needs virtually, via Microsoft Teams video calling or the telephone. Support has been provided to keep older citizens of Cardiff connected online, either by facilitating events or providing one to one digital inclusion support for where needed. Many groups were supported in 2021/22 providing regular online activities and also helped to get back to providing face-to-face activities as restrictions reduced. Independent Living Services also held 4 virtual festivals providing activities, information and advice.

2021/22 continued to see significant demands on the Joint Equipment Service's same / next working day delivery service which enables to support speedy hospital discharge, avoid hospital admissions and reduce breakdowns in care. The Same / Next Working Day Delivery (SNWDD) service was established to support emergency situations where equipment was needed immediately in order to enable a discharge home from hospital or to prevent a hospital admission / carer breakdown from occurring. The pandemic saw a dramatic increase in the use of these requests as hospitals desperately sought to discharge people home to free up bed space – in February 2021 there was an increase of 384% in these requests over the same month in 2020. The unprecedented surge experienced while we were in the throes of the pandemic has diminished, however these requests remain even now at a significantly higher number than pre pandemic. In the financial year 2021/22 the service received 521 such requests, while in the last financial year before the pandemic (2019/20) the number of requests was 255 – a 104% increase. We believe that this higher level of activity is now the new 'normal' and is expected to continue while the NHS continues to face the significant backlog that has arisen as a result of the pandemic. Over 70% of the requests made for this service are for palliative care.

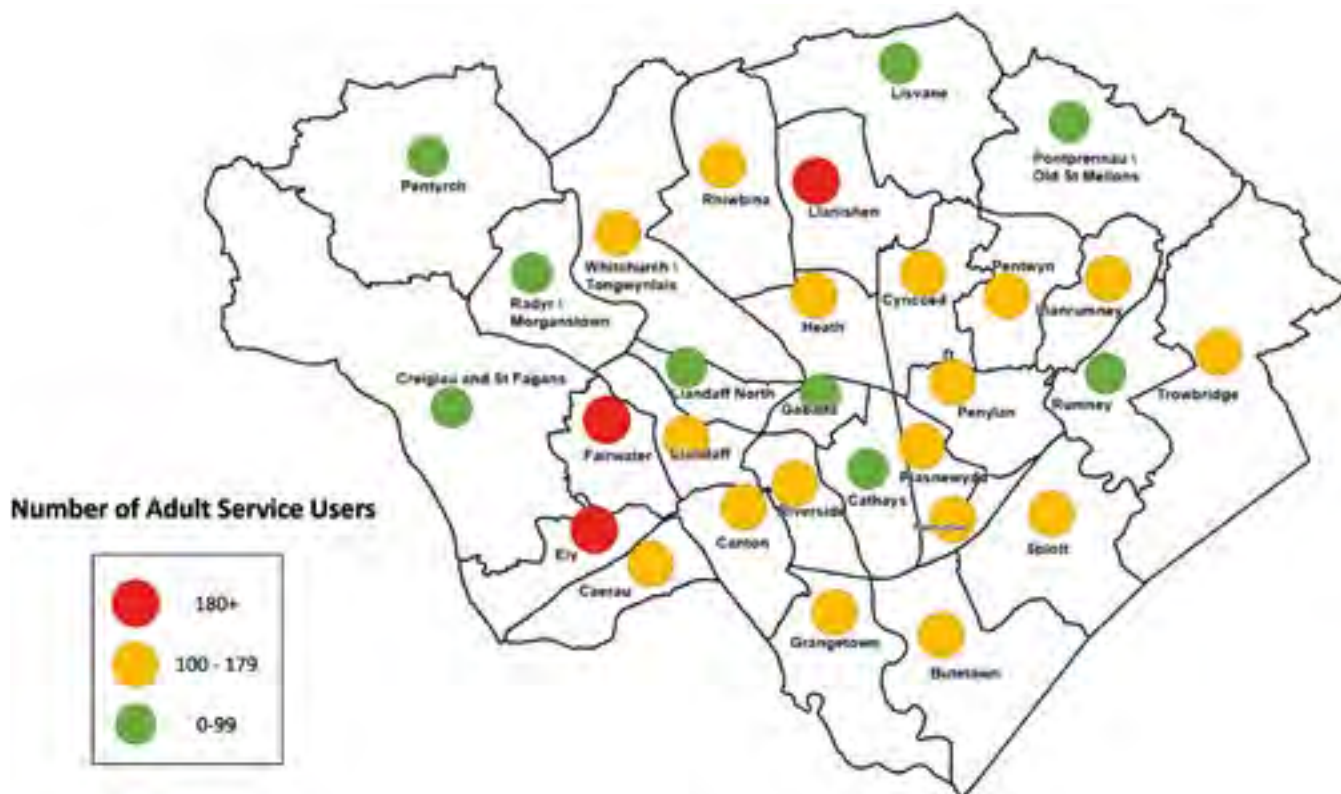
## Older People's Services

Whilst the number of initial contacts received through our front door services have decreased over the previous year, there has been a significant increase in the percentage of cases progressing to full well-being assessments. It is recognised that the individuals coming through to the service are requiring higher levels of support than previously seen. This data reflects the pressures experienced throughout the health and social care system and the complexities of appropriately supporting vulnerable adults, unpaid carers, and families in Cardiff.

Significant work has been ongoing with our University Health Board colleagues and residential care settings to support the timelier discharge from hospital of individuals back into the community. The service has funded a number of Discharge to Assess (D2A) and Discharge to Convalesce (D2C) beds in care homes throughout Cardiff to provide a less clinical environment to assess people and support them to regain their independence before going home. The individuals supported through D2A and D2C have generally been younger than people who would normally be entering care homes and as a result has impacted on the average age of people entering residential care. However, the outcome has been that people have been supported through discharge far more quickly and better outcomes for reablement have been achieved due to the positive input offered by colleagues in the community.

Due to the increase in demand and the ongoing impact COVID-19 has had on staff teams, funding from the COVID-19 Recovery Fund has been used to identify additional resources to meet the requests for assessment.

- We are working in partnership with Attenti who provide a managed social work assessment service. A framework of support is in place to ensure those practitioners to meet the quality standards we set in Adult Services.
- COVID-19 Recovery Fund monies were also used to employ agency staff to support our social work teams.
- Retired colleagues have returned to the workplace on a part time basis to bring their experience and skills back to Adult Services supporting citizens and our staff group.



Map showing how the over 65's service user population is distributed throughout Cardiff

## Strength-Based Practice

Strength based practice focuses on an individual's strengths (including personal strengths, social and community networks) and not their deficits. It is holistic and multi-disciplinary and works with the individual to promote their wellbeing. It is led by outcomes not by the service. We are committed to providing a strength-based approach in the delivery of our social work and wider services and the roll out of this approach has continued during 2021/22 through the delivery of Collaborative Communication training and the development of mentoring groups, with the aim of supporting the social work teams and encouraging staff to continue to improve their practice. Mentors are encouraged to attend all Wales sessions run by Social Care Wales as we aim to learn from colleagues in other authorities. Whilst this work was impacted for part of the year by the exceptional pressures experienced, steps are now being taken to further embed strengths base approaches:

- Further Collaborative Communications training has been commissioned to ensure all new staff are equipped with the skills to deliver strengths-based working.
- A review of our Training Team is nearing completion and will deliver a dedicated Collaborative Communications trainer to support the embedding of the approach and mainstream the training within our internal training provision.
- We are encouraging our Health colleagues to work with us in a strength-based way and taking forward work with our care providers to encourage a more person-centred approach.

We have listened to our social workers who have asked for our wellbeing assessment and review documentation to better reflect strength-based working. As a result, we have commissioned consultants to work in partnership with us to develop new proformas that practitioners can use that will be fully aligned with this new way of working.

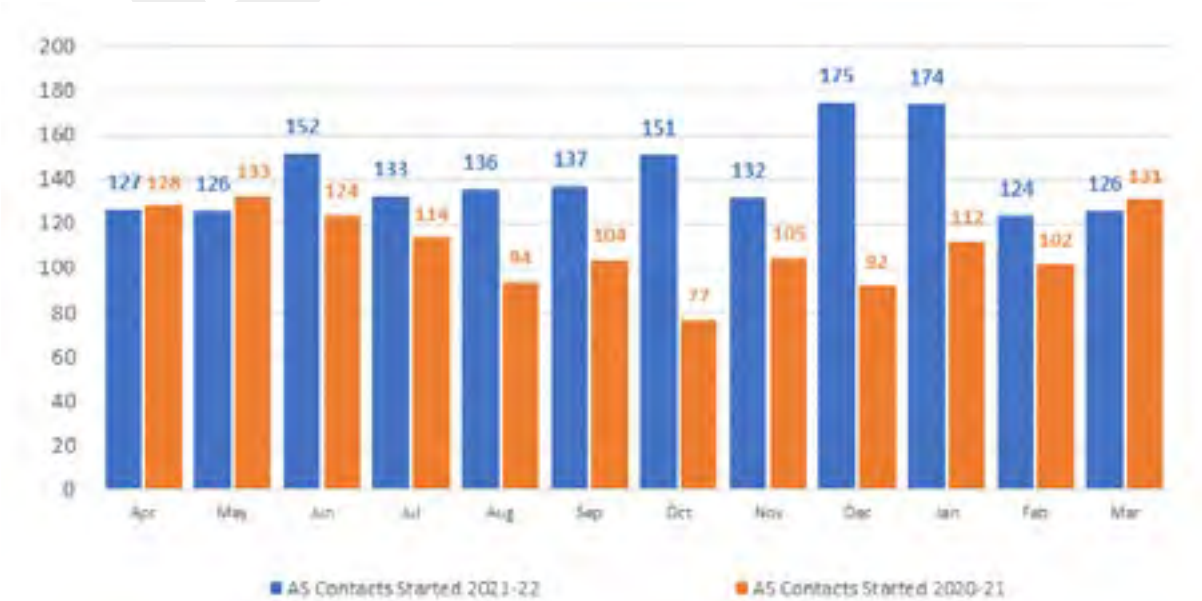
## Quality Assurance

The Quality Assurance Manager left during 2021/22 but whilst still in post continued to improve the services being provided by holding regular audit panel's where peer reviews were undertaken and discussed in a forum. The supervision policy put in place the previous year was reviewed and amended in light of feedback from staff. A new Quality Assurance Manager will be recruited shortly.

## Safeguarding Adults

The Adult Safeguarding Service has seen an increase in demand of over 34 % during the year but despite this increase in demand 99.1 % of enquiries were completed within seven days. Significant improvements have also been made including the development of practice guidance, in line with the Wales Safeguarding Procedures, to ensure consistency and quality assurance alongside statutory compliance. Accessibility to the service has been improved with an enhanced duty system, to ensure that enquiries are reviewed promptly. The service has also provided advice, information and guidance across the local authority and to partner agencies and the public, with regular contributions made by the service to care provider forums and other meetings.

The Adult Safeguarding Service also took part in the recommissioning of care services, by evaluating their safeguarding arrangements, this has led to an improvement in their policies and procedures which provides more assurance that proper safeguarding arrangements are in place within each organisation. The Adult Safeguarding Service continues on a programme of development into the new financial year with learning from practice, contextual safeguarding, safeguarding fundamentals and communication being central themes in line with the Regional Safeguarding Board's priorities.



Adult Services Safeguarding contacts started

## **Mental Health**

### **Liberty Protection Safeguards Legislation**

Liberty Protection Safeguards legislation is still in development with planned introduction now expected in 2023. Work is ongoing however to identify the extended cohort of staff that will be impacted by the new legislation, including colleagues within Children's Services, as young people aged 16-17 will be supported under the new legislation. An Implementation Group has been set up including partners from across the Council to support the roll out of the new legislation. With funding provided by the Welsh Government the number of outstanding assessments under the current Deprivation of Liberty Safeguards legislation has been significantly reduced and this work will be continued throughout the year ahead of implementation in 2023.

Again, through funding from the Welsh Government, Mental Capacity Act training is being rolled out across Adult and Children Services and partner agencies to ensure that all staff have a sound understanding of the Mental Capacity Act and its application in readiness for the implementation of Liberty Protection Safeguards legislation. This training has been designed for different levels from 'introduction' to 'advanced' so that we ensure we have the necessary skill and knowledge mix across our service areas to fulfil our statutory obligations.

**Ty Canna** have continued to offer both in-person and digital support for individuals with mental health needs throughout the last year. Engagement with these events has increased to nearly 1000 attendances throughout a month and focus has been on:

- o Working with people to define and co-produce personal well-being outcomes that people wish to achieve.
- o Encouraging and supporting people to learn, develop and participate in society
- o Working with people to protect and partners to protect and promote people's mental health and emotional wellbeing.
- o Encouraging people to have a social life.
- o Taking steps to protect and safeguard people from abuse, neglect or harm.

## **Learning Disabilities**

Despite the pressures that all teams have experienced during 2021/22 the Learning Disability Service has continued to develop its services for those with the most complex needs. The Complex Day Services provide a critical part of the local offer and is key to supporting and enabling those with the most complex needs to remain living in their local communities. The day services currently support 64 individuals with complex learning disabilities, health needs and behaviours of concern on a 1:1 and 2:1 basis. As well as providing dedicated centres, the service supports people to access a wide range of valued, community-based day opportunities, encompassing the 'Community First' ethos, and focussing on increasing skills and personal autonomy whilst offering essential respite to carers.

It was identified that young people with complex learning disabilities were having to move out of county to access further educational opportunities. Young people and families asked the Council to develop local services for those young people who wanted to attend college with friends and remain in the city. The learning disabilities service have partnered with Education colleagues to develop a pilot course for young people with complex needs at the Cardiff and Vale College. The Towards Independence course is being piloted at the college during the 2021/22 academic year. Students attend college 2 days a week and work with complex needs day services staff from Ty'r Bont 3 days a week, going out into the community to put learning in to practice. So far feedback from the course has been very positive and Cardiff and the Vale College are working to expand their course for young people with complex needs.

### **Working in partnership with our care providers**

The pandemic has highlighted the essential service that our care providers deliver and also the fragility of the care system. The need to support and manage the care market has never been clearer. Regular supportive meetings have taken place with care providers throughout the year with health colleagues attending where appropriate.

During the year domiciliary care was particularly badly affected by the increase in demand and issues with recruitment and retention, resulting in delays in delivering care. To combat this Adult Services joined forces with the Council's Into Work Service to develop innovative approaches to growing the care market.

**Cardiff Cares Academy** has been developed to support people who are interested in working in a care role to gain the training and experience they need. The service supports job seekers to access training required for care roles, including manual handling, ensures that Disclosure and Barring Service (DBS) checks are in place and provides financial support to improve employability, such as funding driving lessons. The academy is designed to support new carers into employment by linking them with care providers to access experience work experience opportunities and permanent employment. Nearly 40 new carers have entered employment as a result of the work of the Academy, and a much better understanding of the challenges in recruiting new carers has been gained and will inform future service development.

**New Care Development Partnership** block contracts have been commissioned to further develop the partnership with our care providers. These locality-based contracts promote the recruitment of new care workers in partnership with the Cardiff Cares Academy and will also help take forward trusted partner and other developments.



**Additional Grant Support** totalling £2.4m was provided from the Recovery Fund to our care providers for:

- Initiatives to support recruitment and retention of staff including staff bonus scheme, enhanced pay over the Christmas period and to cover Social Care Wales registration fee.
- Supporting new working practices to adjust to COVID-19 including developing safe spaces for families to visit in residential care settings.
- Meeting the additional costs of fuel and utility costs.
- Running a publicity campaign to attract new carers.
- Supporting domiciliary care providers move to locality working.
- Improving staff training.
- Introducing pool vehicles.

We also provided a £30k grant to the third sector to support the reopening of community opportunities and supported 6 organisations to reopen or expand local projects.

Funding was also provided to help reshape care provision, particularly with regard to moving from general residential care towards dementia support and nursing. This was in line with the recommendations contained in an Institute of Public Care (IPC) report commissioned to help us understand the care market in Cardiff ahead of the Market Stability Report. This report concluded that with our focus on independent living and strength-based working more people would be staying home for longer. This together with the growth in older population with more complex needs will result in greater need for dementia support and less general residential provision.

To support the need for excellent dementia care, we commenced a new **Cardiff Dementia Project (TATI)** during 2021 to review and enhance support for people living with dementia. Further research has been commissioned from IPC into best practice in social work for those living with Dementia. In addition, a small social work team has started a project to visit homes in Cardiff to carry out whole home reviews and to explore ‘what does good care look like?’ for those with dementia living in a care home. While this work is ongoing some excellent practice has been identified and has been shared with other care home providers. This learning has informed how the dementia grant funding made available through the Recovery Fund has been used, including the purchase of specialist sensory equipment.

**Dementia Grants** (reshaping care provision) have supported 21 homes to develop a range of meaningful activities for people living with dementia in care homes and have provided the opportunity for engagement, reduce loneliness and social isolation and reduce distressed behaviour. Meaningful activities improve sleep and maintain and improve both physical health and general well-being. Purchases by care homes have included sensory lighting equipment, an interactive cat, a keyboard and the fitting of sensory boards along communal corridors as well as a range of building changes. The interactive cat has seen changes in anxiety levels experienced by residents and the keyboard resulted in one resident playing songs that it became clear were remembered from her childhood, even her family did not know she could play the piano.

In partnership with the Carers Gateway, **Carer Respite Grants** were given, providing additional support to unpaid carers through respite provision. In addition the Recovery Funding has been used to fund a variety of projects to support carers and provide respite including:

- Training of staff in Hubs to better support carers.
- Introduction of a Volunteers Coordinator who worked alongside Age Connects and the Red Cross to recruit 30 new volunteers to support 120 people in the community.
- Older Person's Day Centre opening on a Saturday.
- Respite provision increased to support 13 additional families with overnight respite stays.
- Grant scheme to support restart of third sector day opportunities in the community.
- Specialist dementia friendly equipment purchased for the day services.

This activity has increased the social inclusion and wellbeing of service users and helped to reduce isolation of both carers and those they are caring for.

### **Age Connects Community Support Programme**

Age Connects Cardiff and the Vale are an independent registered charity that provide of a range of direct support services for older people, including advocacy in the community and residential care, welfare rights and home support service from hospital, neighbour volunteer schemes, an ageing well and engagement programme, nail cutting and a community support programme. Collaboration has taken place over the last year with Age Connects to deliver a Community Volunteer Support Programme. Volunteers are trained to provide:

- Support for carers
- Shopping
- Befriending (telephone calls)
- Befriending (home visits)
- Practical help with forms, such as reading mail and technical issues
- Delivery of medication (where pharmacy delivery is not an option)
- Support with community engagement

When capacity allows, the project also supports older people with cleaning and gardening. During the last quarter of the year Into Work and Advice Service teams have also been involved in the programme working with their clients to identify those who may be interested in volunteering with older people - including those who may be interested in a career with social care but have no work experience. This has proven a very positive experience on both sides with Age Connects reporting volunteer and older person satisfaction of 97%. Number of volunteering hours over 2021/22 have totalled 16,296 and 86% of older people who have accessed the service have indicated that the project has improved the quality of their lives.

Progress has been made on the development of a locality-based approach to the development of communities where people living with Dementia and other life limiting conditions can be supported and welcomed. A Dementia Friendly Volunteer Co-ordinator has been recruited who will be engaging and supporting volunteers to encourage local businesses to develop Dementia Friendly Actions and become Dementia Friendly organisations. Plans are under development to improve the volunteering infrastructure, both to help people to get involved and stay active in their community while supporting other more vulnerable people. Volunteers will also be sought to widen community inclusion offer by facilitating community activities including beyond a 9-5 approach

## **Workforce**

Our Adult Services have continued to prioritise the ongoing commitment to improve recruitment and retention of staff. Recruitment of experienced social workers remains a challenge, and vacancy rates across Adult Services remain higher than other areas of the Council. Posts with temporary funding, where permanent employment would not be suitable, are particularly difficult to fill, impacting on the number of vacancies. At the end of the year the vacancy rates for adult social workers were 17.4 vacancies across all services. Vacancies in Occupational Therapy were also growing.

The workforce plan continues to be developed; work completed to look at our market position against other neighbouring local authorities resulted in the payment of a market supplement for adult social workers for the first time. An organisational review “Designing our Future Services” has commenced in Adult Services, this will include the involvement of all staff through a survey and through consultation groups to ensure all have an opportunity to provide input into future structures of services and so that senior managers have a wider understanding of the challenges at all levels within the service from the perspective of the workforce.

Staff sickness continues to be severely impacted by the pandemic and sickness is still monitored weekly. At the end of March 2022, the average full time equivalent days lost throughout the year was 28.53 days, with a significant peak experienced in March due to the surge in COVID-19 infection rates at this time. The impact on direct delivery services has been particularly severe. Sickness cases continue to be closely monitored to ensure that staff are receiving the support they need when they are unwell, and any issues are addressed as soon as possible. 96% of return to work interviews were completed at the end of the last quarter showing the commitment managers continue to have to supporting staff following sickness.

Finally, my thanks go to all the hugely committed staff throughout the Directorates who have responded so effectively to the exceptional challenges of the last 12 months. The overview above gives some indication of the range, scale and diversity of the activity undertaken to assist those who need our support and whilst we have much more to do, there is now a much clearer understanding of our key next steps.

# 5

## PRIORITIES FOR 2022/23

### Top 5 Corporate Priorities for Social Services

1	Implementation of <b>COVID-19 Recovery Plans</b> , including management of anticipated increase in demand for social services as a consequence of the impact of the pandemic on our most vulnerable citizens.
2	Progress <b>locality working models</b> and work with partners to embed services into communities and maximise benefits of community resources.
3	Ongoing implementation of <b>Quality Assurance Frameworks</b> and strengths-based practice.
4	Additional support services for <b>Ukrainian refugees</b> coming to the city.
5	Implementation of the <b>Eclipse system</b> to replace the existing CareFirst client record system and associated review of practice and process.

### Top 5 Priorities for Children's Services

1	Continued focus on <b>shifting the balance of care</b> , including sufficiency of placements and accommodation for children looked after and care leavers. Develop a range of support services to ensure children can remain at home with their families when it is in their best interests to do so.
2	<b>Recruitment and retention</b> of a permanent, engaged workforce with a focus on attracting experienced social workers and embedding a mix of skills into teams in support of prudent social work so that social workers do what only social workers can do.
3	Continue working with partners in Health to develop pathways for children and young people with serious <b>mental health and emotional wellbeing</b> issues.
4	Implementing the Safeguarding Adolescents from Exploitation ( <b>SAFE</b> ) model across the Directorate and working with partners to address the recent increase in <b>serious youth violence</b> .
5	Implement the <b>actions plans arising from all regulatory inspections, audits and reviews</b> including Her Majesty's Inspectorate of Probation (HMIP) and the systems reviewed.

## Top 5 Priorities for Adult Services

1	<b>Implement the Ageing Well Strategy</b> across Older People's services, to include further embedding preventative services and strengths-based working; improving hospital discharge; developing the use of technology and equipment; improving the support available for informal carers and reviewing our services for those living with dementia.
2	Working in partnership with care providers and third sector to <b>ensure the sustainable delivery of high-quality care and support</b> , implementing a trusted partner approach and seeking to activity shape the care market to meet current and future need.
3	<b>Supporting individual voice and control</b> by improving access to advocacy and direct payments and ensuring our preparation for the implementation of the Liberty Protection Safeguards supports individual control wherever possible.
4	<b>Increasing the range of local accommodation and support options</b> including increased provision of local services for people with learning disabilities and complex needs, increased accommodation options for those with mental health issues to allow step down from residential and developing older persons community living projects which support those with higher needs.
5	<b>Reviewing our organisational structure</b> to ensure it meets the needs of our service users and to improve recruitment and retention of our qualified staff.



# 6

## INSPECTION OUTCOMES

**Inspection of the Youth Justice Service** – Her Majesty’s Inspectorate of Probation (HMIP) undertook a full follow up inspection of the Youth Justice Service in March / April 2022. The report will be published later in the year and we will update our “All Our Futures” Strategy to reflect the priorities for the next 2 years based on the inspection findings.

**Social Services Annual Performance Letter** – we anticipate receiving the annual performance letter from Care Inspectorate Wales (CIW) after the annual review meeting later this year.

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# 7

## HOW ARE PEOPLE SHAPING OUR SERVICES?

We are committed to ensuring **effective** and **meaningful** engagement with people is at the heart of our service development and review activity. By offering a **range of different engagement and participation activities** we will ensure that individuals in need of care and support and those that care for people in receipt of services, have a genuine opportunity to be involved in the way that suits them.

Our ability to engage with people face to face remained limited during 2021/22 due to COVID-19, however we maintained contact virtually wherever possible. Examples of how people have been engaged or involved in service development during the year include:

- Development of a **Participation Framework** – with input from child and parent consultation groups.
- We implemented the **Mind of My Own app** to support children to communicate with us and enable us to capture the views of children and young people in our care planning. As of the 31<sup>st</sup> March, 141 children and young people have signed up to the Mind of My Own app, giving them the opportunity to have a voice and share their lived experience with us. 247 worker accounts have also been created. During the year we have received 183 statements from children and young people. One young person (age 13) was signed up to Mind of My Own during a statutory visit. He completed one part of the app prior to his looked after review where he clearly stated that he did not want his mother in the review. On the section where it asks, “who would you like to chair your review?”, he said that he would like to be the chair. As a result, he will be having support on how to chair the review from his social worker and an Independent Reviewing Officer with a plan that he will chair future reviews himself and talk about what he wants to talk about.
- **Bright Sparks Group** - this well-established group of children looked after, and care leavers continues to engage in service and policy developments with the support of our advocacy provider the National Youth Advocacy Service (NYAS). During the year they undertook an engagement session with the Chair of the Corporate Parenting Advisory Committee. It provided an opportunity for young people to take part in a range of activities, helping the Chair gain more of an understanding of the issues impacting children looked after and care leavers in Cardiff, and helping our young people to gain more of an understanding of the Committee’s role. The session also provided us with an opportunity to help understand how our young people would like to engage with the Committee in the future. Bright Sparks members were integral in the planning of the event. Other engagement with this group during the year includes:
  - o Working with Cardiff University and Child Friendly Cities to develop a guide for children and young people.
  - o Attending social work team meetings and have set up drop-in sessions for Children’s Services staff to attend.
  - o Planning for a Young Person’s Festival in Summer 2022 when people can meet face to face.
- The new **Corporate Parenting Strategy** was launched during the year setting out five key priorities based on the personal views and experiences of children looked after.

- Young people have received training and support to sit on Young Person's Interview Panels for **recruitment** of staff for new residential Assessment Centre and the established residential children's home in Cardiff.
- Young people attended a range of activities as part of **Care Leavers Week**. The theme was *#WhatLeavingCareShouldBe* and young people took part in consultation to inform staff of what leaving care should look like.
- Young people were involved in the development of a **staff training workshop** where they shared their experiences, including challenges faced to gaining independence - to help inform staff and improve service delivery and development.
- The content of support information for **National Safeguarding Week** was developed based on the experiences of young people. Online animations and resources were collated on a range of different topics tailored around the issues / concerns that exist within schools and those experienced by young people, particularly during the pandemic.
- As part of Cardiff's work as an **Age Friendly City** consultation took place with members of the 50+ Forum and Independent Living Service customers. Participants were encouraged to think about what could make Cardiff a better place for them to live in. Public toilet provision was highlighted as a key area of concern for older people. As a result of the consultation, Local Toilets Strategy was included in the Age Friendly Cities work programme with specific actions related to extension of the community toilet scheme, improvements in signposting of toilet provision and consideration of the diverse needs of the population.
- **Learning Disability Teams** continued to receive feedback from people they supported, and their carers regarding services offered. Following feedback, the team will be offering regular engagement events throughout the following year to provide support and information to carers and people supported.
- **Learning Disability Teams** also attend Ty Gwyn coffee mornings regularly to meet with parents and attend the Learning Disability Partnership Stakeholder Group quarterly.
- Ty Canna has developed partnership working with **CREW** (Cardiff Recovery Enabling Wellbeing) to offer service users activity groups for crafts including Jewellery making, sewing and a drop-in Thursday session. Many of the CREW volunteers have personal experience of Cardiff mental health services and are able to provide support and skills to service users in an empathetic and understanding way that offers a positive and supporting environment for service users. This partnership was realised in July 2021. Following the previous committee meeting CREW are now being supported by council services to access first aid training and to learn sign language to further develop the support available from them and further plans are in place to extend this offer over the following year to offer CREW with IT skills training through Adult Learning and Mental Health Courses.



Customer satisfaction surveys provided by **Independent Living Services (ILS)** allow citizens the opportunity to feedback on services received and help shape the way services are delivered. This enables ILS to monitor the quality of services and citizen experience allowing us to improve service delivery and demonstrate the effectiveness on services delivered on the lives of citizens:

- 95 % of customers felt able to live more independently in their homes following support from ILS.
- 93 % feel that services discussed will improve their quality of life.
- 96 % of customers are satisfied with the service received from ILS.
- 94 % of people's wellbeing improved following intervention from ILS visiting team.

### **The Dementia Project (Tati)**

This project is providing excellent examples of how our commissioned care home providers are delivering excellent person-centred care, with the needs and wishes of our service user at its centre. One example is the Personalised Care Booklet used by one provider. A senior care spends time with the citizen on a one-to-one basis finding out about their life and what is important to them and how they can be supported to lead their best lives. The booklet is very detailed about all aspects of the individuals needs and wishes and is available to all the care team, ensuring continuity of person-centred care. By sharing and promoting this good practice we will be increasing the voice and control of some of our most vulnerable service users.

### **Engagement With Providers**

During the last year, Adult Services has gathered feedback from commissioned providers in a range of ways including virtual monthly provider forums and COVID -19 briefing meetings and surveys around fee setting and the impact of COVID-19 and sustainability. Providers have also had an opportunity to engage on a one-to-one basis with the Institute of Public Care who were commissioned to do work on provider sustainability and to develop a Market Position Statement for care homes for older people. Additionally, we developed a Care Development Partnership Steering Group for a small number of Domiciliary Care Providers who were contracted on a block basis to deliver care at home within Cardiff's 6 localities. We also held a focus group with providers to help us develop a code of conduct for service users.

Providers told us that generally they continued to feel well supported by the service area throughout the pandemic. They told us that having a central point of contract via the Contracts mailbox was helpful and they welcomed the multi-agency supportive management meetings that we put in place to support those providers who had an open incident with Public Health Wales (PHW). Providers also commended the Council on the way it managed administration of the Social Care Recovery Fund and the additional one-off payments that it made to providers in recognition of the financial pressures related to COVID-19 recovery. This included funding to improve dementia care, to support restart of activities and re-engagement with families and recruitment and retention as well as funding to support the increase of cost in fuel and utilities.

Some providers did raise concerns that it was not always easy to make contact with case managers and that Adult Services was not as responsive as it could be in dealing with issues that they raised, particularly where a provider felt that an individual's needs would benefit from a review due to change

of circumstances. In response to this feedback, Adult Services now offer regular meetings with providers to discuss individual cases with senior managers and to discuss challenges and potential solutions that could be shared with other providers. Work is underway to review the trusted partnership approach with providers and this will be undertaken in 2 phases throughout next year. Progress will continue to be monitored through feedback at provider forums.

### **Consultation with Partners**

We consulted with young people, staff and partners (including the Public Services Board and Regional Partnership Board) giving them the opportunity to comment on this report. A summary of feedback, responses and subsequent amendments made to the report is available at Appendix 1.

### **Population Needs Assessment**

In partnership with Local Health Boards and the Vale of Glamorgan, in order to assess the care and support needs of the population, an assessment was undertaken of the range and level of services provided to meet the identified needs of the population. The purpose of the Population Needs Assessment (PNA) is to ensure that Local Authorities and Local Health boards jointly produce a clear and specific evidence base in relation to care and support needs and carers' needs to underpin the delivery of their statutory functions and inform planning and operational decisions. The PNA was produced using a variety of sources to gather information including surveys, focus groups and staff collaboration and consultation.



# QUOTES

## Young person (as fed back by Personal Adviser):

*L gave us both a lovely compliment, she said that we have both changed her mind about professionals. She said she use to think that all professionals were corrupt and didn't care. She said we have totally changed her opinion on this and how much of a positive influence we are on her, the main thing she likes is our honesty and that we both would never lie to her and are always completely straight with her. Bless! The other fear is being on her own with her thoughts. She was smiling by time we got back, and she said it's the highlight of her week going dog walking.*

## Parent:

*'Everything since E has been B's social worker over the last 18 months has been going well in respect of how E has worked with us and what she has done for B and our family. E is one of the most proactive social workers we've come across. Throughout the pandemic E checked in with us regularly, has always been available to visit and speak to when needed and has been very understanding when we felt the risks from covid were too high – she called us over WhatsApp to see B and us when the numbers were really high and made us feel well supported. Since the numbers have lowered and we have felt comfortable E has visited B in person and has brought the person who will be B's adult services social worker with her so we can get to know him.'*

## External Agency in relation to a Children's Services social worker:

*'Actually J, I just wanted to let you know that you've got several clients whose Health Visitors are based in this office, and everyone is full of praise for you: you're seen as particularly level headed, thorough, compassionate and good at building/maintaining a relationship with the clients. I wanted to pass that on - I think we're all really bad at giving praise where it's due, and far too good at giving criticism (particularly interprofessionally, where we may not be understanding each other's jobs or the specific pressures of each other's roles), so I do try and actively say when someone I work with does their job noticeably well (I really hope that doesn't come across as patronising, I just mean that while we're all discussing what a good social worker you are and how glad we are when you're name pops up, you might be over there feeling demoralised and not realise how much praise you get when you can't hear it!) Have a good evening, talk soon!'*

## Provider re: Children's Services social workers:

*'C, manager of ..., E's placement wanted it noted how the professionals around E have always positively supported him. C wanted it known how supportive the previous social worker L and current social worker D has been. Also how there has always been effective communication between placement and the local authority. I will formally be adding this email to the IRO Monitoring Form.'*

**Adult Services (service user) for social worker and Learning Disability Team:**

*"Mrs and Mrs C have called to say they are very satisfied with the support from M's social worker. The Social Worker is one of the best who has worked with M in terms of actions and pro-activity. They reported feeling valued and listened to and have been kept involved in the progress of changes to M's support."*

**Citizen for staff in the Community Resource Team:**

*"This is a short letter of very sincere thanks to all the lovely carers and other workers who have been tending to D's needs for the past couple of months or so. We have been very impressed with the professionalism, kindness and without exception the friendliness of all the carers and we send you all a big 'Thank you' "*

**Care home Manager for additional funding supported by adult services:**

*"Thank you very much for making this funding available to our 2 homes in Cardiff. It will make a huge difference to people living with dementia and we are extremely grateful."*

**Senior Health colleague regarding support for an individual supported through Learning disabilities Social Worker:**

*"I am really pleased with the outcome for Mrs C and wanted to thank you very much for all your considerable effort and commitment to getting to this point - it feels very positive for OC and for family, and I really appreciate your hard work"*

**Service user to members of the Day Centres Team:**

*"A is communicating much better and a lot more happy; much calmer since she started attending the Day Centre."*

**Family member to the Community Resource Team:**

*"The best part of my care were the carers themselves some long serving, staff, passionate about the service they provide, cheerful and good communicators and perhaps of more significance empathetic towards the people they help. I am grateful to each member of the team; I hope they understand the difference they have made"*

**Citizen to the Business Support Manager:**

*"I would like to thank you personally for the kind and considerate way in which you have handled my submissions and for your patience and time in talking to me. I think that people are often all too ready to criticise but not so quick to praise."*

**Councillor regarding support provided to a citizen and family through Joint Equipment Service:**

*"Please can I take this opportunity to thank you most sincerely for your hard work in achieving something which was potentially possible to achieve in the timescales we had. The hospital bed and commode are now in position in my constituent's home, which means that she can now spend her final days at home with her loved ones. We are all so incredibly grateful for your persistence and help - it has meant the world to the family."*

## Compliments, Complaints and Representations

Complaints are a key source of intelligence enabling understanding, learning and reflection in respect of people’s experience of Social Services. There has been a change in how we manage complaints across Social Services in Quarter 3 of 2021/22. New dedicated complaints teams have been set up individually under Adult Services and Children’s Services. This has been done to ensure:

- Specialism of the complaint’s teams supporting complaints management could be realised.
- Positive leadership to manage individual complaints.
- Develop more focused action plans from complaints for the different directorates.
- Increased monitoring, evaluation and analysis of complaints received.

During 2021/22 there were 704 cases of feedback recorded for Social Services, of these 363 were complaints and 341 were compliments. This is a significant increase in both compliments and complaints.

	2020/21	2021/22	% Difference
<b>Compliments</b>	222	341	54 %
<b>Complaints</b>	204	363	78 %

The COVID-19 pandemic has continued to have an impact across Social Services and the Council as a whole. Higher staff absence has affected service provision leading to increased complaints for all Services. Further reasons that have contributed to an increase in recorded complaints includes:

- We support more people – year on year there is an increase in the number of people supported through our services.
- Independent Living Services are now part of Adult Services, providing support through our ‘front door’, including Occupational Therapy Services and our First Point of Contact Teams.
- We are listening to our citizens; supporting them to raise concerns and complaints in a more co-productive way, listening to what people are saying and offering individuals the opportunity to discuss complaints at an earlier stage.
- We are recording better; our recording of complaints is a key source of intelligence enabling understanding, learning and reflection in respect of people’s experience of Social Services.

Recording of complaints in Adult Services has been changed to fit more closely with the Ombudsman reporting structure. We are better understanding the main reasons for concerns being raised and recording these through a number of identified themes and categories. This will ensure that learning outcomes in the future can be better realised and will support better quarterly and reporting of complaints.

Overall, the two main themes remain the same for this year as last, with the majority of concerns and complaints being raised regarding a delay of service or communication, and relationships with social workers. As mentioned above, delays have been an ongoing concern throughout the COVID-19 pandemic where teams have been impacted by sickness and changes in the way they work. Throughout the pandemic the focus has remained on the highest risk cases which has resulted in some delays in cases that are in need of review. Individuals accessing services for the first time have experienced some delays in their requests for support - cases continue to be prioritised where the highest level of need is identified. Relationships with social workers can be challenging, particularly where individuals are unhappy with the decisions being made. Where issues cannot be resolved, there can be a breakdown in relationship between the social worker and an individual or family member. Work is undertaken to try to resolve any issues before a new social worker is allocated. Further information will be available in the Social Services Annual Feedback Report for 2021/22. *Insert hyperlink when published.* Learning from complaints and compliments will be fed back to inform service improvement via quality assurance mechanisms. This will be set out in an action plan that will be appended to the Annual Complaints Report.

Over the next 12 months there will be a new complaints system introduced across Cardiff Council call HALO. This will manage all complaints and councillor correspondence being received into all services and will offer more consistent reporting tool. The trials for this will begin early in the new financial year and is being supported by Social Services.



# 8

## PROMOTING AND IMPROVING THE WELL-BEING OF THOSE WE HELP

### WORKING WITH PEOPLE TO DEFINE AND CO-PRODUCE PERSONAL WELL-BEING OUTCOMES THAT PEOPLE WISH TO ACHIEVE

#### Outcomes we have achieved during the year

✓	Dedicated focus on improving participation achieved with the creation of a participation and communication apprentice role to help drive forward participation across Children's Services.
✓	Opportunities for all children and young people to have a voice and share their lived experience with us strengthened by the implementation of the Mind of My Own app.
✓	Improved support for young carers with the launch of a young carers ID card that will help professionals (including doctors, teachers and pharmacists) to recognise young carers and support them appropriately.
✓	Well placed to ensure that outcomes for families are improved by provision of the right support from the right person in the right place at the right time with the implementation of the Interventions Hub during the year.
✓	Involvement and engagement of families in the Court process improved with the implementation of the Family Drug and Alcohol Court pilot.
✓	Opportunities for care experienced young people to work with us to shape our services and contribute to the development of Cardiff as a Child Friendly City improved by increasing the reach of the Bright Sparks Group.
✓	Services for young people with Autistic Spectrum Disorder (ASD) improved with introduction of an ambassador role to take a lead on delivery of the new ASD Code of Practice.
✓	First Point of Contact team upskilled to level 1 Trusted Assessors allowing them to prescribe safety at home grants.
✓	Citizens supported to live independently in their own homes with the completion of 2,153 assessments by the Independent Living visiting team.
✓	First Point of Contact continued to provide clear advice and information directly for people and resolved 85 % of new assessments without onward referrals to social care.
✓	Promotion of good practice in promoting the wellbeing outcomes of people living with dementia
✓	Improved support and care for people in receipt of services through the introduction of the Trusted Partner agreement with provider.

What went well from our 2021/22 Directorate Delivery Plans	What is progressing from our 2021/22 Directorate Delivery Plans, with some delay
Strengthen relationship between <b>Early Help and Youth Justice</b>	<b>Participation Charter</b> for Children's Services
Review of <b>assessment paperwork</b> has been commissioned	Young people's engagement in <b>transition to adulthood</b>
<b>Age-Friendly city</b> membership has been achieved	

### Case Study – Early Help

*A family including Mum and 5 children (aged 7-18) were referred to Cardiff Family Advice and Support. Referrers were concerned that the family were vulnerable after fleeing their home because of a local gang who had taken over their garage to use as a base for making crack cocaine. The family were sleeping separately at different properties and were relying on the hospitality of friends and family to provide them with shelter and somewhere to sleep. The family's situation was having an impact on all of the children's education, emotional wellbeing and impacting them financially. In the past Mum has had a negative experience with support services and felt that asking for help would create an assumption that she was not able to care for her children and she feared them being taken away.*

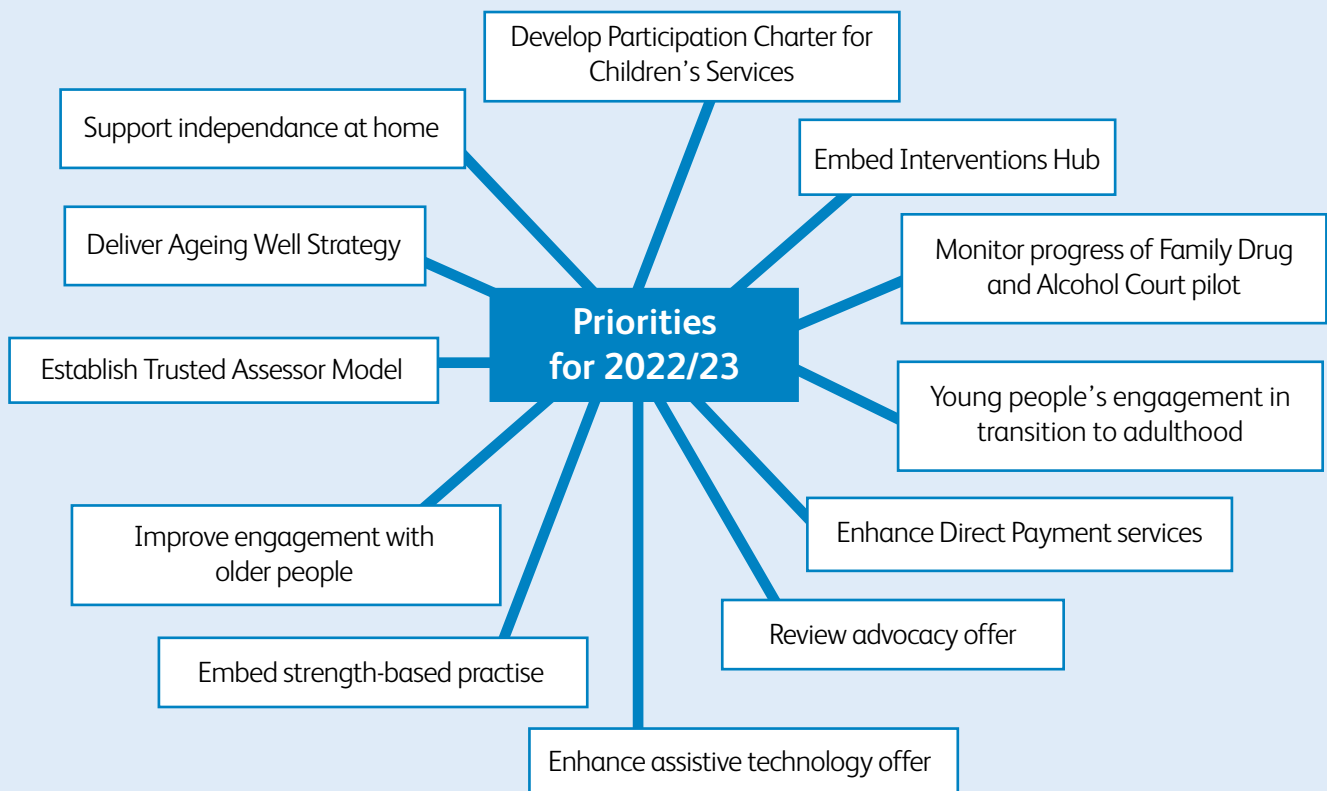
*Following assessment, a family plan was developed with the family which included wellbeing goals focussed on ensuring the right support was in place to ensure the family felt safe, were living together in a suitable property, had support to improve their well-being and their financial situation. Referrals were made to Youth Mentoring, Barnardo's Family Wellbeing Service, Cardiff Parenting and Victim Support. Mum was also supported to access her GP and the Community Mental Health Team as well as exploring the private rental market and appropriate housing support. The Family Help Advisor also worked alongside an Early Help Police Community Support Officer to ensure that appropriate information was being shared with the Police so that action could be taken against the individuals inhabiting the garage space.*

*At the start of the intervention the family had scored themselves as 1 out of 10 and were clearly struggling with the current situation. At the end of the intervention the family scored themselves an 8. Mum reported feeling overwhelmed with the support that she and her family had received and noted how positive her experiences had been working with Family Help. She was hopeful that together the family could continue working with the identified services with a view to one day achieving that 10.*



Number of well-being assessments for children completed	% of people who did not contact Adult Services Information, Advice and Assistance services again within 6 months	No. of children and adults using the Direct Payments Scheme
<b>2,509</b> ▼ from 2,651 in 2020/21	<b>91.7%</b> ▲ from 90.4% in 2020/21	<b>825</b> ▼ from 993 in 2020/21
Evidence of active offer of Welsh for:	Evidence of active offer of Welsh for:	Evidence of active offer of advocacy for:
<b>713</b> assessments in Children's Services ( <b>26</b> accepted) ▲ from 674 (12 accepted) in 2020/21	<b>997</b> assessments in Adult Services ( <b>5</b> accepted) ▼ from 2,597 (27 accepted) in 2020/21	<b>328</b> children ( <b>141</b> accepted) ▼ from 336 (255 accepted) in 2020/21

The actions we will be taking forward via our Directorate Delivery Plans in 2022/23 are:





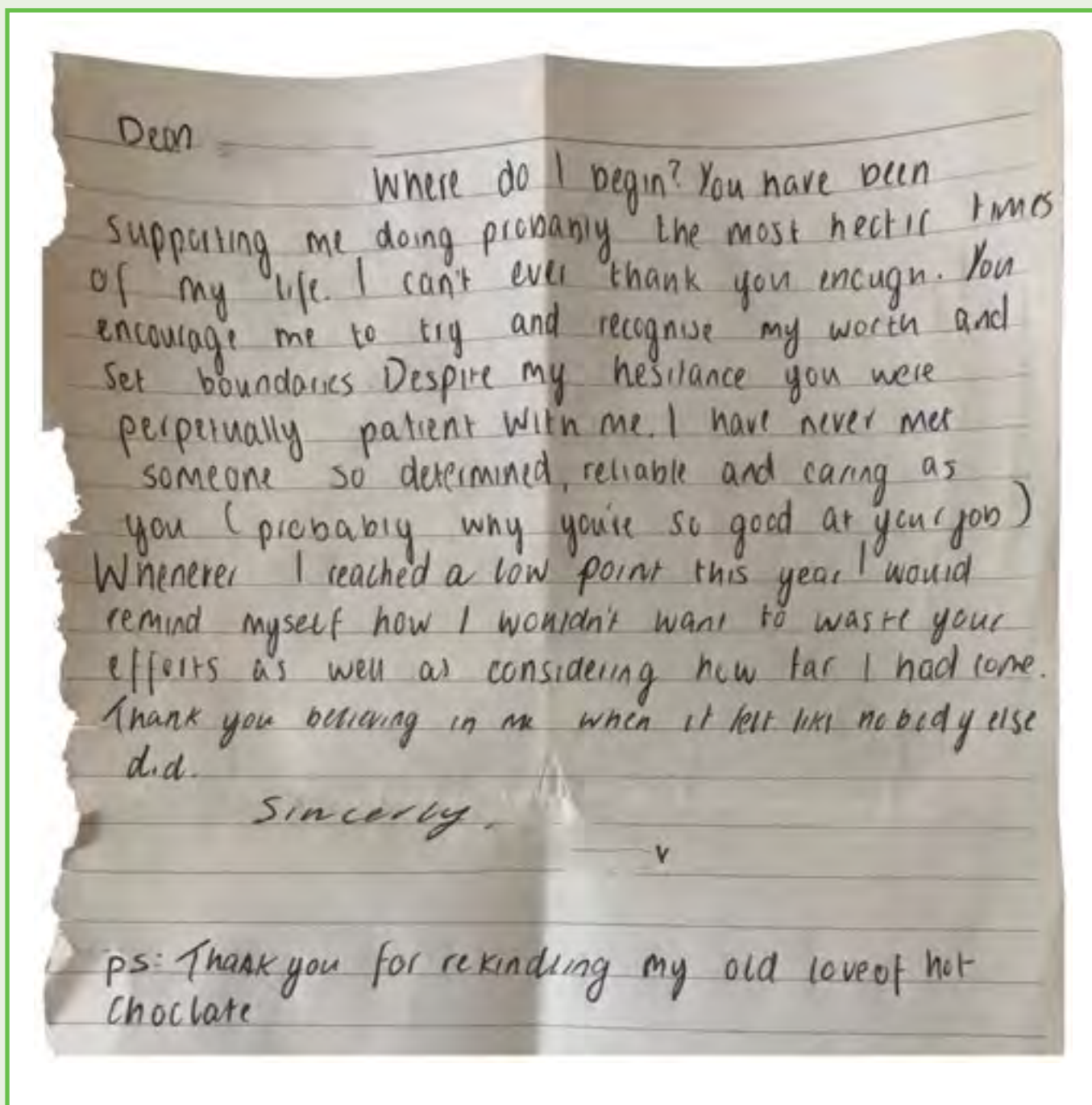
## WORKING WITH PEOPLE AND PARTNERS TO PROTECT AND PROMOTE PEOPLE'S PHYSICAL AND MENTAL HEALTH AND EMOTIONAL WELL-BEING

### Outcomes we have achieved during the year

✓	Services for young people with mental health and emotional wellbeing issues improved with the introduction of a social worker post in the Child and Adolescent Mental Health Service (CAMHS) Crisis Intervention Team.
✓	Clearer pathways to support for children with serious mental health and emotional wellbeing issues through the Starting Well Project and close partnership working with Health.
✓	Clearer pathways to support for children with serious mental health and emotional wellbeing issues through the Starting Well Project and close partnership working with Health.
✓	Hospital discharge for children with mental health and emotional wellbeing issues improved with the development of a joint (multi-agency) safety planning process.
✓	Improved oversight of services for children with additional needs and disabilities with the appointment of a new dedicated Operational Manager for Child Health and Disability.
✓	Transition arrangements for young people with additional learning needs improved with the introduction of the Planning for My Future Transition Protocol.
✓	Services expanded in our First Point of Contact Teams (Pink Army) to facilitate discharge from hospital across multiple hospital sites.
✓	2,446 people supported through discharge, supporting independence in the community by the First Point of Contact Hospital Team (Pink Army).
✓	Discharge support from hospital into the community were streamlined through the introduction of a refined triage process through joint working of First Point of Contact hospital team and Single Point of Assessment.
✓	332 people supported through Community Resource Team to remain independent at home.
✓	Community coordinator working with local groups to reopen support and engagement opportunities in localities.
✓	Joint working between Older Persons Day Centres and Hubs offering wider range of wellbeing opportunities to citizens.
✓	Improved services for people with mental health problems with Ty Canna offering wider services and groups.
✓	900+ people per month interacting with support groups and services provided through Ty Canna both in person and digitally.
✓	Winter of Wellbeing campaign ensured citizens were aware of information regarding flu vaccinations and other health campaigns to support better health in the winter months.
✓	Health and Wellbeing service created during 2021 providing one to one support for those with low level wellbeing issues, the service is achieving effective referrals through the hospital discharge team and Cardiff Mind.

What went well from our 2021/22 Directorate Delivery Plans	What is progressing from our 2021/22 Directorate Delivery Plans, with some delay
<b>Reablement services</b> review undertaken, and a number of Community Occupational Therapy posts have been developed to support reablement and timely support	Strategy for children with <b>additional learning needs and disabilities</b>
<b>Wellbeing Support Officers</b> supporting individuals to live well and remain <b>independent</b>	<b>Therapeutic</b> and mental health needs of children looked after
	<b>Trauma informed practice</b>
	Introduction of <b>Liberty Protection Safeguards</b> legislation

**Example of feedback from a young person to their social worker:**



## Case Study – Ty Canna Art of Assertiveness Course

Ty Canna facilitated a course through a partnership with Breathe Creative CIC with the aims being to create a safe environment for participants to increase their self-awareness, self-esteem and confidence. Some of the participants had never been to an arts group before, and the first session was spent building trust and reassuring individuals to manage their inner critic that each contribution is valid. Mindfulness and relaxation techniques helped the participants to manage their anxiety better. They learnt to deal with their experiences and thoughts in a different way. Most participants reported using mindfulness and EFT (Emotional Freedom Therapy) outside the sessions in their day-to-day life.

During the theory part of the course, we looked at different communication styles including “How to say no”, giving and receiving feed-back, managing criticisms and rights and responsibilities. In the second part of the course, we gave participants the opportunity to practice their skills of saying no or challenging a person who keeps criticizing. The role play was fun but actually helped participants to formulate and practice new responses.

The feedback from those who participated in the 14-week programme was very positive with comments including:

One-word responses from participants: *mind blowing, thought-provoking, insightful, thank you! impactful, boundaries, enlightening, informative, engaging.*

*“Noticing my communication style helps me to change it.”*

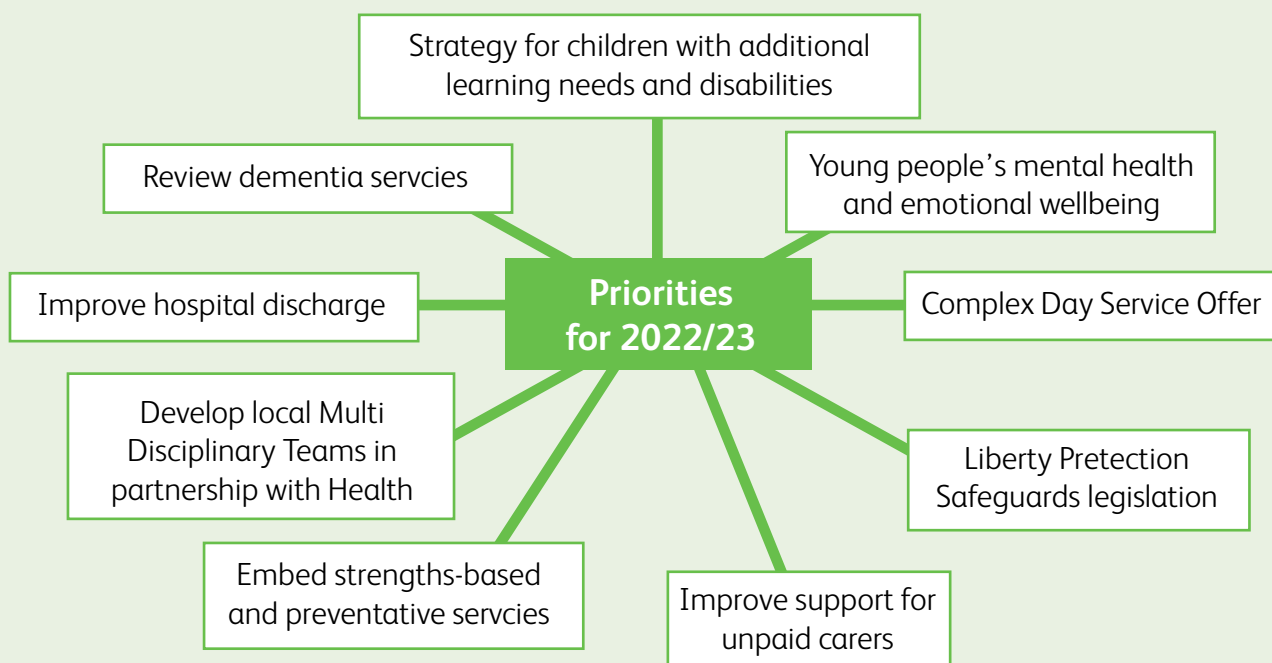
*“I was asked to speak at a social event I would have never been able to do that if it weren’t for these groups.”*

Being able to discuss with others uncomfortable feelings like wanting to say no or having to complain, asking for something you need etc., helped participants to see that they are not the only ones who struggle; hearing other people’s stories helped them to find a new perspective and to feel more reasonable, less uneasy about being assertive.

It was challenging at times for some of the participants, the sessions brought up difficult relationships and past experiences, however the good communication between the Breathe Creative CIC creative facilitators and Ty Canna support staff meant that there was support beyond the sessions.

Number of children on the Child Protection Register	Average age of adults entering residential care settings	Average length of stay in residential settings
<b>444</b> ▼ from 459 at 31st March 2021	<b>85</b> ▼ from 88 in 2020/21	<b>957</b> ▼ from 974 2020/21

The actions we will be taking forward via our Directorate Delivery Plans in 2022/23 are:



## TAKING STEPS TO PROTECT AND SAFEGUARD PEOPLE FROM ABUSE, NEGLECT OR HARM

### Outcomes we have achieved during the year

✓	Young people at risk of, or who have experienced, exploitation are better protected through the implementation of SAFE (Safeguarding Adolescents from Exploitation) during the year.
✓	Unaccompanied asylum seeking children (UASCs) safeguarded with the ongoing implementation of the National Transfer Scheme – 12 UASCs have been placed by Cardiff under this scheme during the year with a total of 38 UASCs being looked after at 31st March 2022.
✓	Well placed to ensure arrangements are in place for children to be safeguarding using the lowest safe level of intervention with the implementation of the Reviewing Hub.
✓	Improved arrangements for safeguarding children and families with the appointment of specialist workers, such as adult services social workers and domestic violence workers to bolster the expertise within the locality teams.
✓	Improved mechanism for reporting safeguarding concerns between First Point of Contact (FPoC) and the Adult Safeguarding team.
✓	Development of the Safeguarding Handbook for Adult Services providing clear process and information support to all staff within the service.
✓	82 % of council staff have completed the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence to ensure that those at risk can be better identified and supported.
✓	Community Resource Team (CRT) staff are utilising the safeguarding app and the safeguarding manager is attending monthly meetings to ensure individuals are safeguarded by all staff they have contact with.
✓	Residential and domiciliary care services better supported with the introduction of a revised Escalating concerns process.
✓	Safeguarding referrals continue to be well supported with 99.1 % of 7 Day Enquiries completed within the required period, identifying concerns quickly.
✓	Ongoing strengthening of quality assurance processes across Social Services, including the introduction of new dashboards to provide clear information.
✓	Partnership working undertaken with the Regional Safeguarding Board to identify areas of development for the coming year by developing a joined-up approach to safeguarding individuals regionally.

What went well from our 2021/22 Directorate Delivery Plans	What is progressing from our 2021/22 Directorate Delivery Plans, with some delay
Child Protection Conference / Independent Review Service	Increase awareness of Violence Against Women, Domestic Abuse and Sexual Violence <b>VAWDASV Strategy</b> Embed the <b>Quality Assurance Framework</b>
Adult safeguarding review	<b>Emergency Duty team</b> review to continue with partners in the Vale <b>Quality Assurance Framework</b>


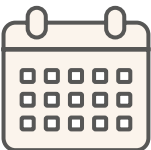
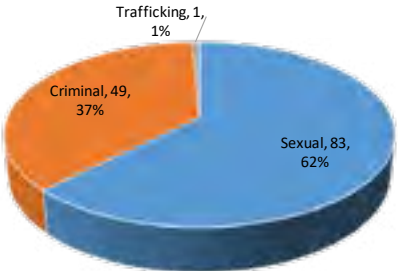
### Case Study – Adult Services

*Mr P is a male aged 80 years, diagnosed with mixed dementia. At the point of referral, he was on a hospital ward pending discharge. He had a diagnosis of mixed dementia and had some mobility difficulties requiring assistance with sit to stand transfers and to complete all vital activities of daily living including his personal care. Prior to admission he had a package of care 2 x daily and ongoing support from his wife.*

*The referral to Adult Safeguarding was made by his children who stated his wife had filed for divorce, was neglectful of Mr P's care between agency visits, was filming him in degrading situations and expressed on social media her wish to end Mr P's life. The referral stated if Mr P was to return to his marital home his care and support needs would not be met and potentially his life may be at risk.*

*The Wales Safeguarding Procedures were followed and in partnership with Police, Health, Social Work, advocacy services, the care agency and family members, the Mental Capacity Act 2005 was utilised within and care and support protection context to achieve a best interest's decision to mitigate and control the risk. Mr P's expressed desired outcomes remained central to the process. Facility to was made to continue a relationship with his wife in a safe environment which also allowed her the space to pursue her own outcomes. Mr P was able to build a closer relationship with his children with continuity of care being provided. Additionally, Mr P was able to reengage in religious practices which were important to his identity but had not been facilitated for the months prior to the hospital admission. All decisions made within the process were also subsequently agreed through the Court of Protection.*



% re-registrations to Child Protection Register within 12 months	% of child protection visits undertaken on time	Number of children who have experienced exploitation												
<p><b>4.2% (25)</b></p> <p>▼</p> <p>from 5.2% 37 in 2020/21</p> 	<p><b>66.1%</b></p>  <p>▼</p> <p>from 71.7% in 2020/21</p>	 <table border="1"> <caption>Exploitation Data</caption> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Sexual</td> <td>83</td> <td>62%</td> </tr> <tr> <td>Criminal</td> <td>49</td> <td>37%</td> </tr> <tr> <td>Trafficking</td> <td>1</td> <td>1%</td> </tr> </tbody> </table>	Category	Count	Percentage	Sexual	83	62%	Criminal	49	37%	Trafficking	1	1%
Category	Count	Percentage												
Sexual	83	62%												
Criminal	49	37%												
Trafficking	1	1%												
% of adult protection enquiries completed within 7 days	Total number of safeguarding referrals completed	% of Adult Safeguarding enquiries completed where no further action was required												
<p><b>99.1%</b></p> <p>▲</p> <p>from 98.9% in 2020/21</p>	<p><b>1,693</b></p> <p>▲</p> <p>from 1,316 in 2020/21</p>	<p><b>68%</b></p> <p>▼</p> <p>from 80% in 2020/21</p>												

The actions we will be taking forward via our Directorate Delivery Plans in 2022/23 are:





## ENCOURAGING AND SUPPORTING PEOPLE TO LEARN, DEVELOP AND PARTICIPATE IN SOCIETY

### Outcomes we have achieved during the year

✓	2 children competing in their chosen sport at a national level achieved gold and silver medals and another young person has been selected to play in the final of a rugby tournament in the Principality Stadium.
✓	Access to further education for young people improved with the appointment of 4 youth mentors who work closely with social workers / personal advisers to confirm the destinations of young people in Year 11 – including conditions of offers to college / sixth form and – to address any concerns.
✓	Opportunities for young people to access Into Work Services improved by the service doing regular drop-in sessions with residential providers.
✓	Opportunities for young people to access Into Work Services improved by the service doing regular drop-in sessions with residential providers.
✓	Outcomes for the most vulnerable care leavers improved with the appointment to a new post to support young people into employment – for example – by making links with the Department for Work and Pensions, supporting Universal Credit claims and supporting young people to write CVs.
✓	Longer term support for care experienced young people secured through the implementation of Extended Entitlement.
✓	Independent Living Services have delivered 4 virtual Active Body, Healthy Minds Festivals including activities, services and groups for older people to reduce social isolation and promote health and wellbeing.
✓	Hubs developing wellbeing offer and offering socialisation opportunities and advice for all citizens to improve health and wellbeing and reduce social isolation.
✓	Older Persons Day Services have increased their respite opportunities for carers and engagement opportunities for citizens by increasing their offer to 6 days a week service at some sites.
✓	1,035 digital Dementia Friendly events held throughout the city promoting support and inclusion for people living with dementia.
✓	16,296 hours of support provided through Age Connects Cardiff and the Vale to reduce social isolation and increase volunteer opportunities throughout the city.
✓	Pilot run between Adult Services and Cardiff and Vale College to offer local further education for people with complex learning disabilities to offer further education opportunities for individuals locally.
✓	World Health Organisation Age Friendly City status achieved encouraging active engagement with older people to promote health, participation and security in order to enhance quality of life in older people.

What went well from our 2021/22 Directorate Delivery Plans	What is progressing from our 2021/22 Directorate Delivery Plans, with some delay
Corporate Parenting Strategy action plan to improve <b>education attainment</b> for children looked after and <b>education, employment or training</b> for care leavers	Engagement with <b>independent fostering agencies</b>
	Improve the <b>placement finding process</b>
Reducing <b>social isolation</b> for older people through independent living services and day centre provision	Implement <b>All Wales Fostering Brand</b>
	Introduce AskSara <b>technology</b> to promote <b>independence</b>
	<b>Dementia Friendly</b> City status

### Case Study – Adult Services

*In 2019, Cardiff Council Learning Disabilities Complex Day Service developed an innovative pilot based at Ty Gwyn Special School. The pilot aims were to improve the transition from school to adult life for young people with a learning disability and complex needs by listening to young people and developing local provision based on what people were telling us they wanted.*

*J is 20 years old and up until July 2021, attended Ty Gwyn. J has a multiple and profound learning disability and is very complex in presentation requiring a high level of physical support, support to maintain his health and wellbeing, support with hydration and nutrition and support with communication (J uses eye gaze technology as his main form of communication)*

*The day service transition team began working with him at the beginning of his final year in school getting to know him and working with him to understand what a good adult life meant to him.*

*We worked with the school Health Team and the Adult Health team to understand his health needs and to plan how his needs would be met on leaving school.*

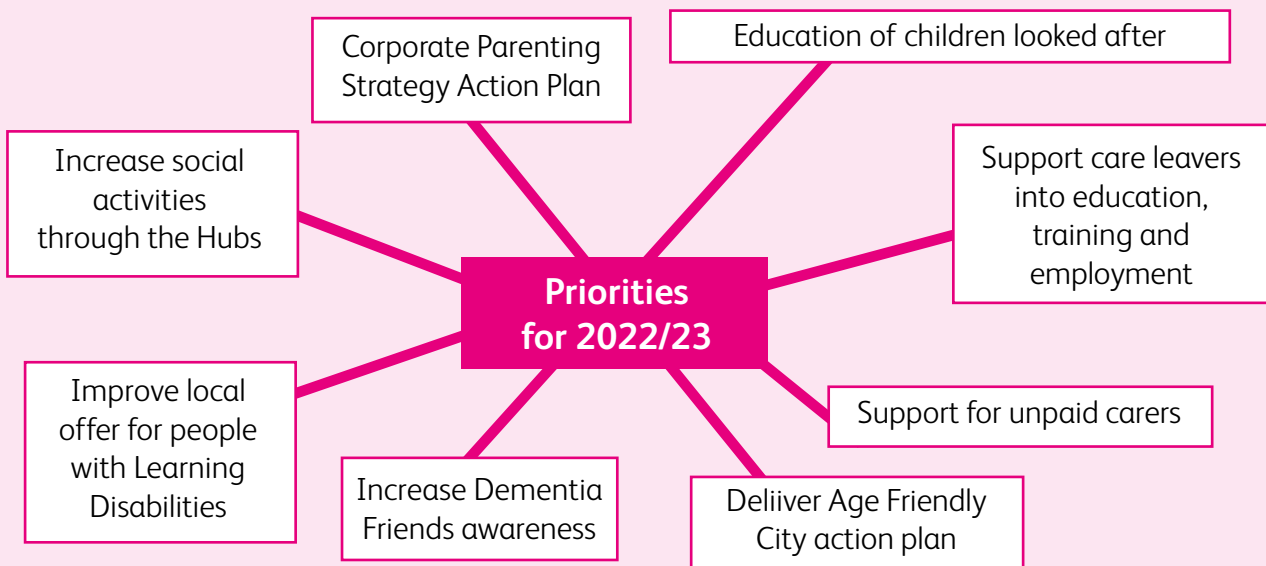
*We also met his family to understand their wishes for him. It became clear that family was very important to J and he very much wanted to remain living with his family. His family were equally clear that they did not want him to attend a residential college far away from home and wished for him to remain living in the family home, however, they very much wanted J to continue in education after school but were aware that no such provision existed locally.*

*In response, the Complex Day Service worked with Education colleagues and the local further education college (Cardiff and Vale College) to develop and pilot a curriculum for young people with complex needs across both services. The young people are supported at the local college by the day service transition team for two days each week. The college-based learning is then transferred into real life on the other days when the person is supported by the service, giving opportunity to practice any learning in real life scenarios.*

*J has settled really quickly and well to the change from school to adult life. He has a small core support team who have been recruited and trained to meet his needs using person centred approaches, he has developed new relationships and enjoys a full and active life, he also attends the local college for two days a week and is really enjoying his time there. He is currently deciding whether to continue with college for a second year! His family are very happy with his day service and that he has been able to continue his education.*

Children looked after by placement 31/03/22 (1,040)	% children looked after who moved school	% of care experienced young people not in Education, Employment or Training	
	<b>13.0%</b> ▲ from 8.3% in 2020/21	<b>36.7%</b> ▲ from 34% in 2020/21	
	<b>49.8%</b> ▼ from 52% in 2020/21	<b>Dementia Friends digital events</b> <b>1,218</b> ▲ from 558 in 2020/21	<b>Number of digital events and attendance supported by Ty Canna Mental Health Team</b> <b>992 people engaging with events per month</b> ▲ from 700 in 2020/21
	<b>Percentage of Council staff completing Dementia Friends training</b>	<b>Percentage of Council staff completing Dementia Friends training</b>	<b>Percentage of Council staff completing Dementia Friends training</b>

The actions we will be taking forward via our Directorate Delivery Plans in 2022/23 are:





## SUPPORTING PEOPLE TO SAFELY DEVELOP AND MAINTAIN HEALTHY DOMESTIC, FAMILY AND PERSONAL RELATIONSHIPS

### Outcomes we have achieved during the year

✓	Improved access to respite for young carers with a Welsh Government grant – including access to a host of activities to support young carers to have breaks from their caring responsibilities.
✓	Additional opportunities for adult carers of children with disabilities to access support provided with delivery of £500 grant to each family.
✓	Parents and families reporting that they feel relieved, valued, motivated and hopeful as a result of engagement in Family Group Conferences.
✓	Groundwork for improving access to edge of care and domiciliary care services for all children in place via use of a Direct Purchasing System.
✓	More children supported to remain with their families through an increase in kinship care arrangements from 166 at 31st March 2021 to 195 at 31st March 2022.
✓	Permanence secured for children with 37 adoptions during the year.
✓	Implementation of guidance for family members as personal assistants under Direct Payments, aiding family members to provide the support required and for clear boundaries to be set.
✓	Support provided to reduce loneliness and Isolation through Hubs, wellbeing officers, and support of 3rd sector organisations to reopen day centre opportunities.
✓	Older Persons Day Services have increased their respite opportunities for carers and engagement opportunities for citizens by increasing their offer to 6 days a week service at some sites.
✓	Older people supported to get online and engage with family and friends outside of local community by Day Centres and hubs offering IT sessions.
✓	Pen Pal scheme offers intergenerational opportunities between primary schools and residential homes.
✓	Introduction of the Code of Conduct for Services Users to support commissioned services to provide support to citizens whilst reducing the risk of care staff experiencing abuse and giving social workers the mechanisms to address inappropriate behaviours with individuals.

What went well from our 2021/22 Directorate Delivery Plans	What is progressing from our 2021/22 Directorate Delivery Plans, with some delay
Timeliness of <b>adoption process</b>	Reunification Framework
	Embed <b>Family Group Conferencing</b>
	Reshape <b>respite provision</b> for children with disabilities
	<b>Court Improvement Plan</b>
	<b>Residential Assessment Centre</b>
	Complete the move to <b>locality working</b>

### Case Study – Intergenerational Pen Pal scheme

An intergenerational Pen Pal Scheme was launched in May 2021. The scheme brought together the residents of three care homes and two schools within Cardiff.

The scheme has been extremely well received by all taking part, and it has generated some really positive feedback:

Feedback from Care Home staff:

*“Moira loved her letter, and that someone had taken time to write to her”*

*“Pat had a giggle when reading her letter, and was so happy to have a pen friend”*

*“Jean thought it was wonderful. She said it made her day”*

*“Beryl had her new glasses on and read all of her letter. It made Beryl very happy”*

*“Joan loved her letter. She found it funny and was so happy to have a letter sent to her”*

*“Anthony thought it was fantastic, seeing how a young boy was doing, and remembering things that he did when he was young”*

Feedback from participating school children:

*“It’s been really fun having a pen pal and thinking about questions to ask my new friend”*

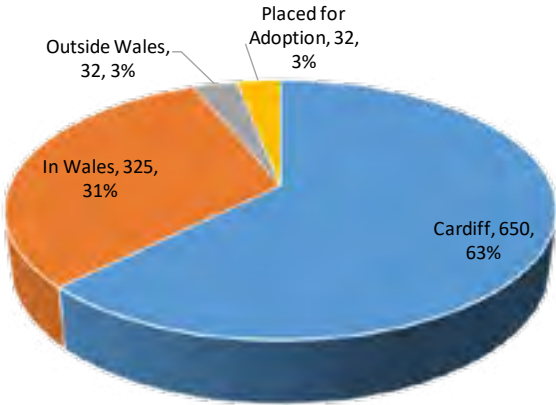


*“I really get excited when I know a new letter is coming so that I can find out what Colin has been up to”*

*“It’s been great to hear about Tony playing cricket when he was in School”*

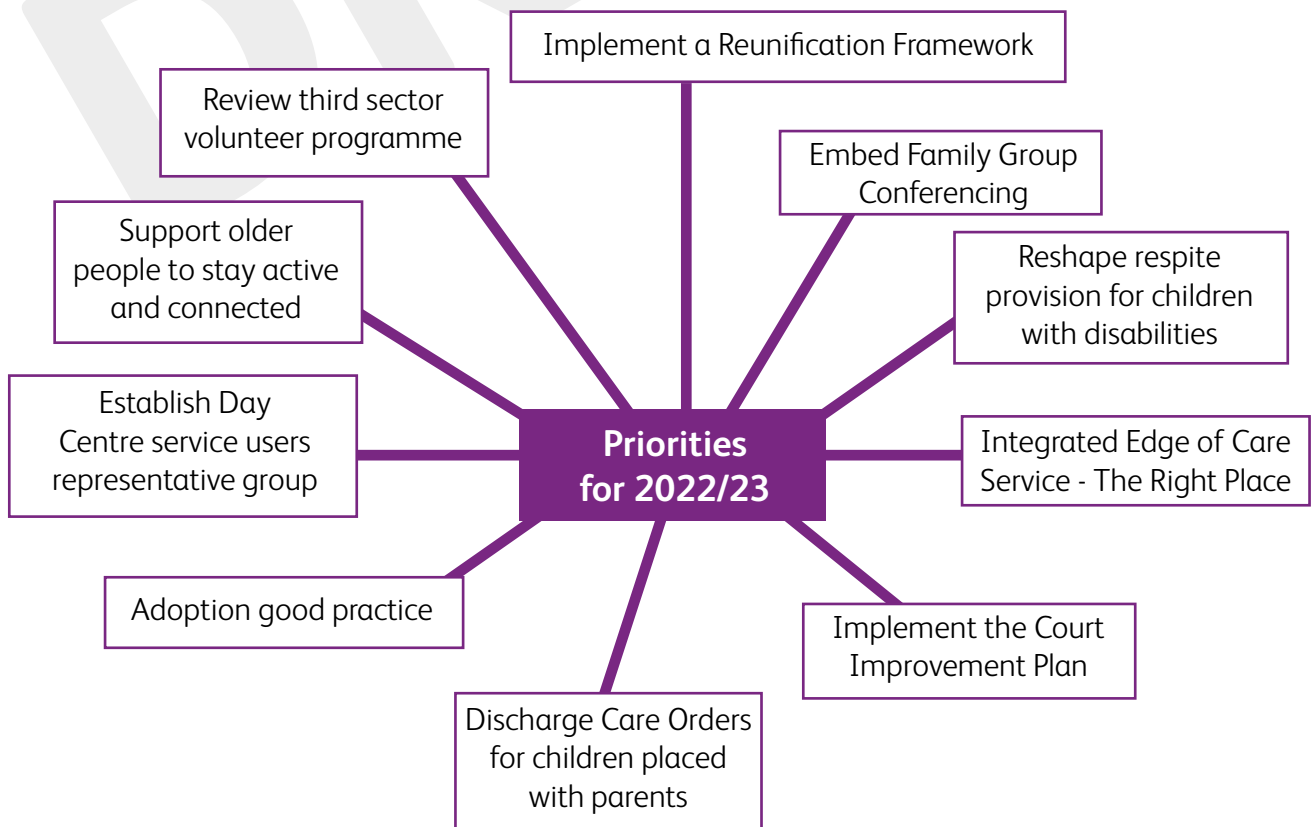
***“What a wonderful scheme! A big, BIG thank you to everyone who has been involved in this. Receiving the letters from the children, for our older people, has been such a special thing. Sharing thoughts and experiences and even advice, has been so beneficial in many ways, especially during the past 2 years. The Pen Pal letters have brought excitement, anticipation, fun and laughter and sometimes tears of joy, but mostly they have brought togetherness and friendship. Priceless.”*** (The Care Centre)

***“The pen pal scheme has been a brilliant inclusion to our Feel Good Friday activities. The children have had the chance to see how their actions can create a sense of joy especially with how much they appreciated receiving a letter back. It has been a really purposeful task that has supported our Health and Wellbeing area of learning experience.”*** (Primary School)



Location of children looked after at 31st March 2022	Children returned home at end of being looked after	% of children looked after with 3+ placements
 <p>Cardiff, 650, 63%</p> <p>In Wales, 325, 31%</p> <p>Outside Wales, 32, 3%</p> <p>Placed for Adoption, 32, 3%</p>	<p><b>43.4%</b></p> <p>▲ from 35.3% in 2020/21</p> 	<p><b>7.7%</b></p> <p>▲ from 6.0% in 2020/21</p> 
<p><b>Carers Wellbeing Assessments completed:</b></p> <p><b>503</b></p> <p>(no comparator for 2020/21)</p>	<p><b>87%</b></p> <p>of people reported being more active and having healthier lifestyles through engagement with <b>Community Inclusion Officer activities</b> (no comparator for 2020/21)</p>	<p><b>124</b></p> <p>people accessing <b>Older People's Day Services</b> each week (no comparator for 2020/21)</p>

The actions we will be taking forward via our Directorate Delivery Plans in 2022/23 are:





## WORKING WITH AND SUPPORTING PEOPLE TO ACHIEVE GREATER ECONOMIC WELL-BEING, HAVE A SOCIAL LIFE AND LIVE IN SUITABLE ACCOMMODATION THAT MEETS THEIR NEEDS

### Outcomes we have achieved during the year


✓	Ongoing improvement to opportunities for children looked after and care leavers via close partnership working between the Personal Adviser Service and the Into Work Service. 67% (418 / 624) of young people eligible for Bright Futures support were in education, employment or training in March 2022, compared with 64% (324 / 505) in March 2021.
✓	Increased accommodation options for young people leaving care through joint working with colleagues in Housing - 11 additional accommodation units in the Young Person's Gateway have been secured enabling young people to transition from fostering / residential settings to independent living. A further 16 units are planned to come on stream during 2022/23.
✓	People were supported to remain living at home safely with 80% of deliveries from the Joint Equipment Service made within 5 working days from the Joint Equipment Service.
✓	545 same-next day deliveries were undertaken to support discharge, carer breakdown, avoid admission or support end of life care.
✓	53% of people receiving meals on wheels were having meals delivered 7 days a week supporting improved health and wellbeing in the community.
✓	The Independent Living visiting team ensured individuals were able to claim the benefits they were entitled to, identifying £1.1 million in unclaimed benefits.
✓	Implementation of block contracts to address shortages in care at home provision
✓	Discharge 2 Assess and Discharge 2 Convalesce models of support for discharge, reducing time people are remaining in hospital once medically fit and improving outcomes through supportive convalescence beds.

What went well from our 2021/22 Directorate Delivery Plans	What is progressing from our 2021/22 Directorate Delivery Plans, with some delay
New way of delivering domiciliary care introduced	Accommodation sufficiency
	Semi-independent accommodation for children looked after aged 16+

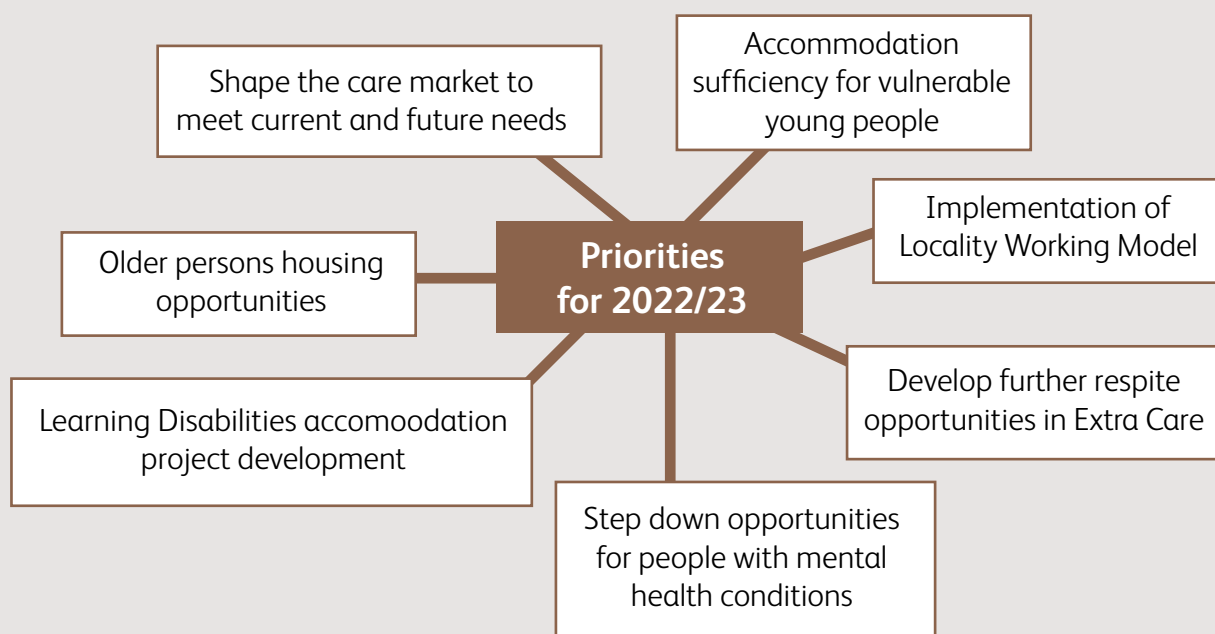
## Case Study – Children’s Services

The service is currently supporting a young person who is studying for her Social Work Degree in Manchester University. During her Pathway Plan Review she explained that she is really enjoying her course and for her last assignment she had a 1st!

It is her 21st birthday this year and she is considering her options in the field of social work but shared that she would like to return to Cardiff and seek employment in the Local Authority if this is possible.

Care leavers in education, training and employment	Number of young people known to Children’s Services in Young People’s Gateway accommodation at 31st March 2022	Number of When I Am Ready placements starting
12 months after leaving care <b>63.9%</b> ▼ 13-24 months after leaving care <b>74.0%</b> ▲	<b>36</b> (no comparator for 2020/21) 	<b>21</b> ▼ from 44 in 2020/21
Same / next working day equipment deliveries through the Joint Equipment Store	Number of customers receiving meals on wheels	Self and friends and family referrals to Telecare
<b>542</b> ▼ from 572 in 2020/21	<b>611</b> ▲ from 475 2020/21	<b>46%</b> ▲ from 21 % 2020/21

The actions we will be taking forward via our Directorate Delivery Plans in 2022/23 are:



# 9

## HOW WE DO WHAT WE DO



### “More than Just Words” / “Mwy na Geiriau”

#### Welsh Language Standards Objectives for Social Services:

Increase opportunities for people to receive Health and Social Care in Welsh by:

- Ensuring that an active offer of Welsh language services is communicated to all Social Services staff and within commissioned services.
- Including Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes.
- Developing plans to maximise ability to provide services in Welsh with current Welsh-speaking staff; where gaps in workforce capacity to deliver series in Welsh are identified these should be reflected in the organisation’s Bilingual Skills Strategy.

The Cardiff and Vale Mwy Na Geiriau / More Than Just Words Forum meets digitally every quarter, and this has continued throughout the pandemic. The Forum is looking to expand its membership to include Health and Social Care training providers and other stakeholders - Cardiff and Vale University Health Board re-joined the Forum in April and Cardiff and Vale College joined as a new member in September. The Forum will seek further representation from stakeholders such as third sector organisations, independent sector providers, and further and higher education bodies such as Cardiff Met and the University of South Wales.

#### • **Objective 1: National and Local Leadership, and National Policy**

The Operational Manager, Business Systems and Transformation undertakes the role of Welsh Language Champion across Social Services. A Welsh language coordinator has been appointed for Children’s Services and we are looking for someone to fill the role for Adult Services as the previous post holder has left the organisation.

- **Objective 2: Mapping, Auditing, Data Collection and Research**

Details of the Welsh language skills of the workforce and Welsh language community profile continue to be monitored:

	2021/22
Number of complaints received during the financial year which relate to compliance with the Welsh Language Standards	Children's Services = 0 Adult Services = 0
The number of employees who have Welsh language skills at the end of the financial year	Entry level 3% Foundation 4% Intermediate 2% Advanced 1% Proficient 2% None 21% Not recorded 62%
Completion of Welsh Language Awareness module	15.7%
Completion of Welsh Language beginners' course	1.1%
Number of members of staff attending training courses offered in Welsh during the year	8

Questions continue to be in place in the Social Services client record system to record service user's language preference.

The latest Welsh language data from the Annual Population Survey shows that 94,200 people aged 3 and over in Cardiff are able to speak Welsh (second only to Carmarthenshire).

- **Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning**

We continue to collate information on Welsh speakers across the Directorates to ensure recruitment and retention of Welsh speakers remains a key priority. Recruitment across the sector has become increasingly difficult in both English and Welsh speaking positions and this is likely to remain for some time. Processes for allocating Welsh speaking staff have been trialled in both Children's and Adult Services to ensure that service users requiring Welsh assessments are able to access them.

- **Objective 4: Promotion and Engagement**

We continue to work towards attracting and developing the Welsh language workforce and strengthening links to organisations. Regular promotion of the use of Welsh continues in Social Services.

- **Objective 5: Education and Objective 6: Welsh in the Workplace**

Welsh language training opportunities continue to be regularly promoted across the Council and Directorates, from beginner to proficiency training in the Welsh Language with time given to staff who wish to attend. In addition, Awareness Training is a compulsory element of induction training in social care, forms part of the social work student placement induction programme and is a mandatory element of the First Three Years in Practice training programme for newly qualified social workers. Cardiff Council Academy now directly employs a Welsh language trainer and there is potential for Welsh training services to be tailored to specific Social Services staff groups, e.g., domiciliary care staff.

## OUR WORKFORCE AND HOW WE SUPPORT THEIR PROFESSIONAL ROLES

### Outcomes we have achieved during the year

✓	Improved support for Directorates with the realignment of dedicated support services within Children's and Adult Services.
✓	Improved consistency of decision making in Children's Services with management team oversight in relation to high-risk cases.
✓	Improved support for decision making in Children's Services and access to support services from partners with the introduction of the Resource Panel.
✓	Ongoing towards ensuring prudent social work in Children's Services with the piloting of a number of initiatives during the year to ensure that social workers only do what only social workers can do – including the introduction of Social Worker Resource Assistants, Support Workers and Court work specialists.
✓	Support for social workers and consistency for families improved with introduction of best practice sessions to support staff in relation to core social work principles and introduction of Practice Leads.
✓	Improved wellbeing support for social workers with improved links with corporate counselling service.
✓	Reduction in social worker vacancies in Children's Services from 28.8% in March 2021 to 23.9% in March 2022, reflecting a net increase of 13 social workers during the year, with an addition 15 in the recruitment process.
✓	Improved social worker retention demonstrated in Children's Services by reduction in turnover rates from 33% in 2019/20 to 13% in 2021/22.
✓	Improved service delivery by supporting staff to be better equipped to carry out their roles: <ul style="list-style-type: none"> <li>o 14 seconded staff were on the Social Work degree course during the year.</li> <li>o 4 Enabling Practice Learning (EPL) staff (plus 2 deferred) were supported to follow the Continuing Professional Education and Learning (CPEL) pathway during the year. There were also 4 Approved Mental Health Practitioner (AMHP) candidates.</li> <li>o 25 newly qualified social workers enrolled the First Three Years in Practice program with 35 experienced staff trained as mentors to support them.</li> <li>o Provision of clinical supervision within some Children's Services teams.</li> </ul>
✓	Improved support for Directorates with the realignment of dedicated support services within Children's and Adult Services, including Training.
✓	Improved support for Directorates with the realignment of dedicated support services within Children's and Adult Services, including Training.

✓	Restructuring of the Social Services training unit to offer a wider range of courses in a focused way and to continue to improve development of staff teams across the service.
✓	Reshaping Our Future Services review has commenced looking at how we can best provide support in the future.
✓	Better monitoring of lone working staff through the introduction of new electronic call monitoring system in the Community Resource Team (CRT).
✓	Development of the Cardiff Cares Academy to assist providers with recruitment of new staff into care roles in Cardiff, increasing the availability of services through commissioned provider.
✓	Market Supplement awarded to adult Social Workers to bring pay in line with other local authorities.
✓	Implementation of block contracts to address shortages in care at home provision.

<b>What is progressing from our 2021/22 Directorate Delivery Plans, with some delay</b>
IT system for <b>Multi Agency Safeguarding Hub</b>
Reduce permanent <b>vacancies in Children's Services</b>
<b>Signs of Safety</b> in Children's Services and embedding <b>good practice</b> .
Review <b>fostering processes</b>
"All Our Futures" <b>Youth Justice Strategy</b>
<b>Strengths-based practice</b> in Adult Services
<b>Policies and procedures review</b>

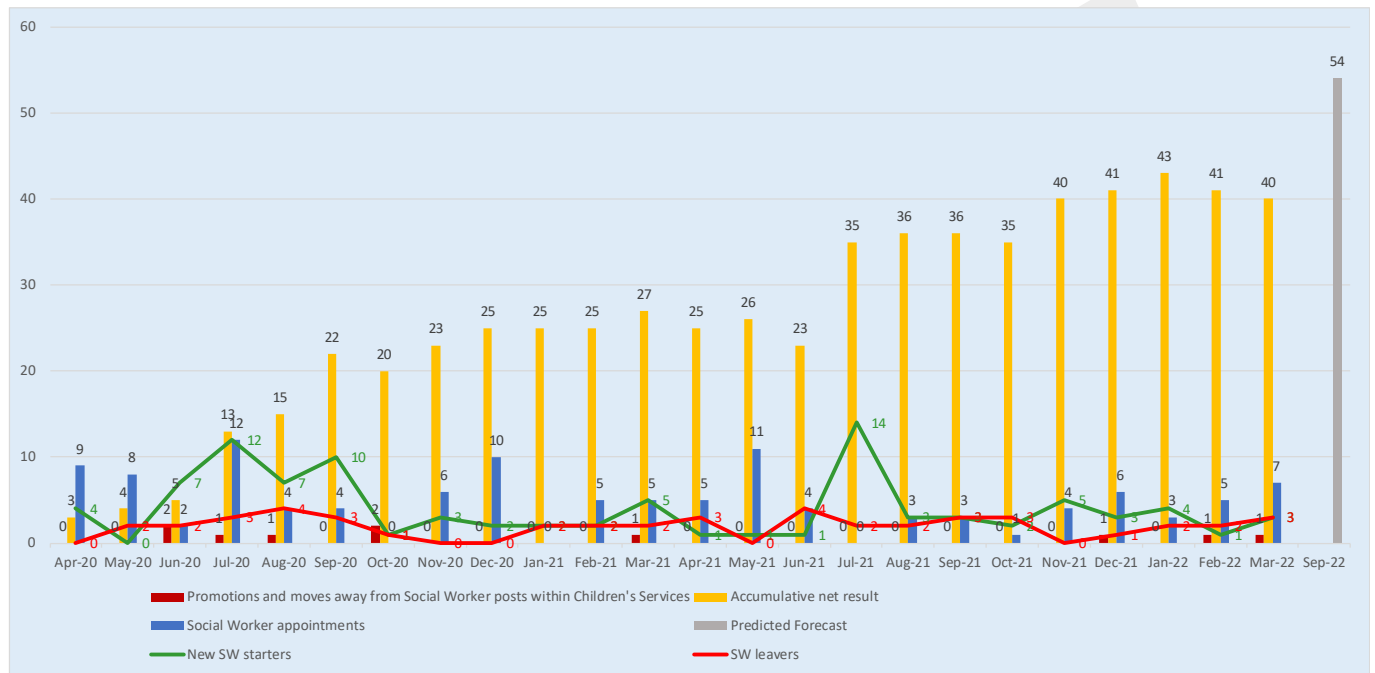
### Case Study – Children's Services

*The deputy store manager from a local supermarket called to say that a young person who was banned from the store had tried to enter the store this afternoon. When security stopped him entering and explained this to him, he apologised to them for his previous behaviour saying he was very sorry and had behaved like an idiot. He said he was a different person now and felt bad about what he had done. They thanked him and explained that for now the ban will apply as they need him to show that he can be allowed in the area without causing any issues, but they said they will remove the ban if his positive attitude continues! The young person accepted this and asked if he could wait outside the store for his friend which he did so with no trouble.*

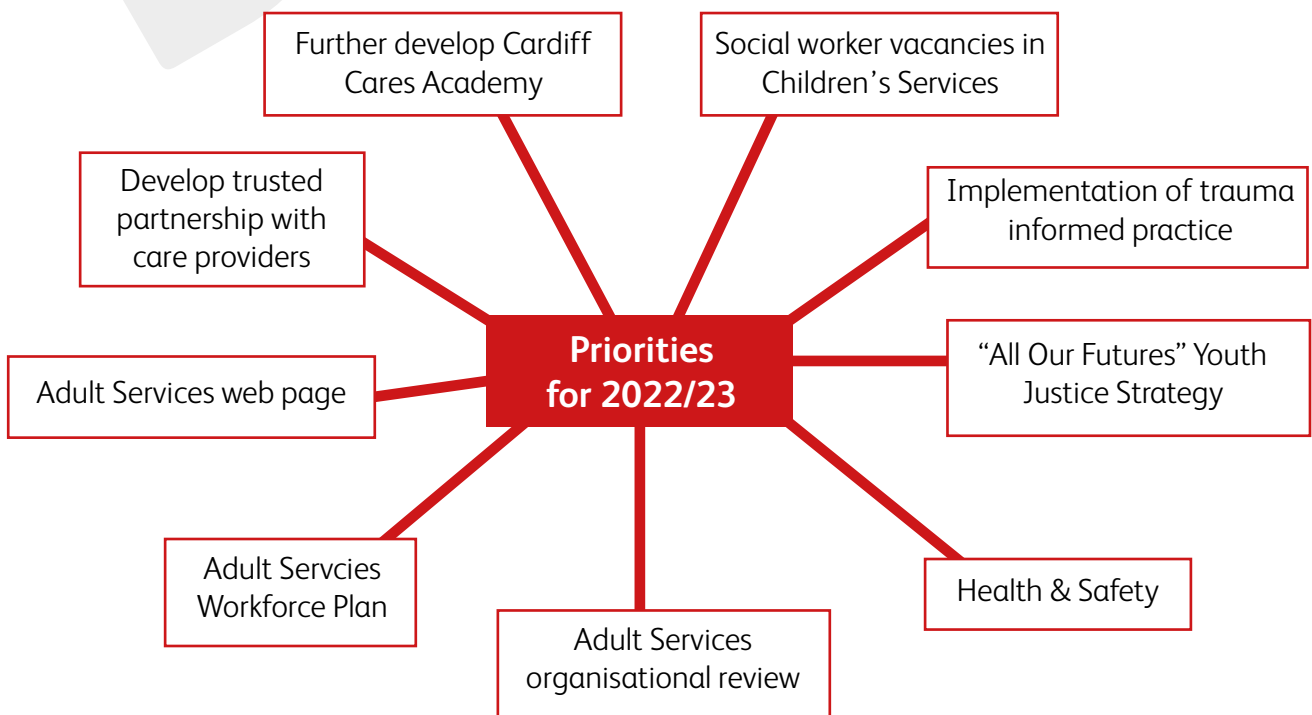


Social worker vacancies Children's Services	Full Time Equivalent sickness Children's Services	Full Time Equivalent sickness Adult Services
<b>23.9%</b> ▼ from 28.8% in 2020/21	<b>15.01</b> ▲ from 12.88 in 2020/21	<b>20.88</b> ▲ from 19.68 in 2020/21

The graph below demonstrates the significant progress we have made in reducing social worker vacancies since the start of the COVID-19 pandemic. This has been a considerable undertaking and recruitment is ongoing alongside implementing our workforce strategy to improve retention.



The actions we will be taking forward via our Directorate Delivery Plans in 2022/23 are:





# OUR FINANCIAL RESOURCES AND HOW WE PLAN FOR THE FUTURE

## Outcomes we have achieved during the year

✓	Clear direction for staff and citizens with the ongoing implementation of the Children's Services Strategy and development of the Adult Services Ageing Well Strategy.
✓	Improved / enhanced service delivery leading to new ways of working and better outcomes for people as a result of additional funding from Welsh Government.
✓	Improved value for money with increasing use of kinship arrangements and increased in house fostering provision reducing the dependency on external fostering providers.
✓	Implementation of the fee setting strategy for Domiciliary Care following completion of a cost of care exercise.
✓	Through Occupational Therapy reviews £650,068 was saved on care costs through equipment or adaptations.
✓	Supported providers with additional funding in recognition of increased utility costs and transport costs.
✓	Grant scheme for external care providers to support them with recruitment and retention, to improve and enhance dementia care and to support the restarting of activities and visiting.

### What is progressing from our 2021/22 Directorate Delivery Plans, with some delay

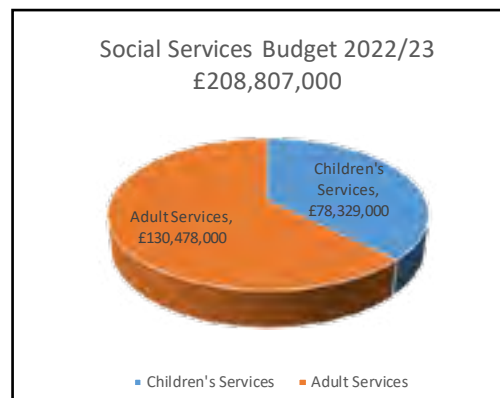
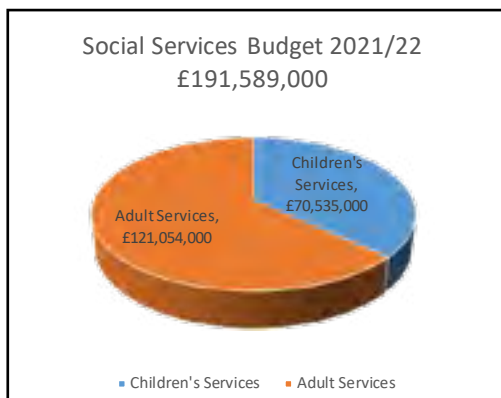
**Locality working** for Adults and Children's Services

Implement the **Eclipse** client record system

Review of **commissioned services**

Complete a **cost of care** exercise for care homes for other population groups

Work with providers to **shape the care market** in line with the **market position statement** for care homes



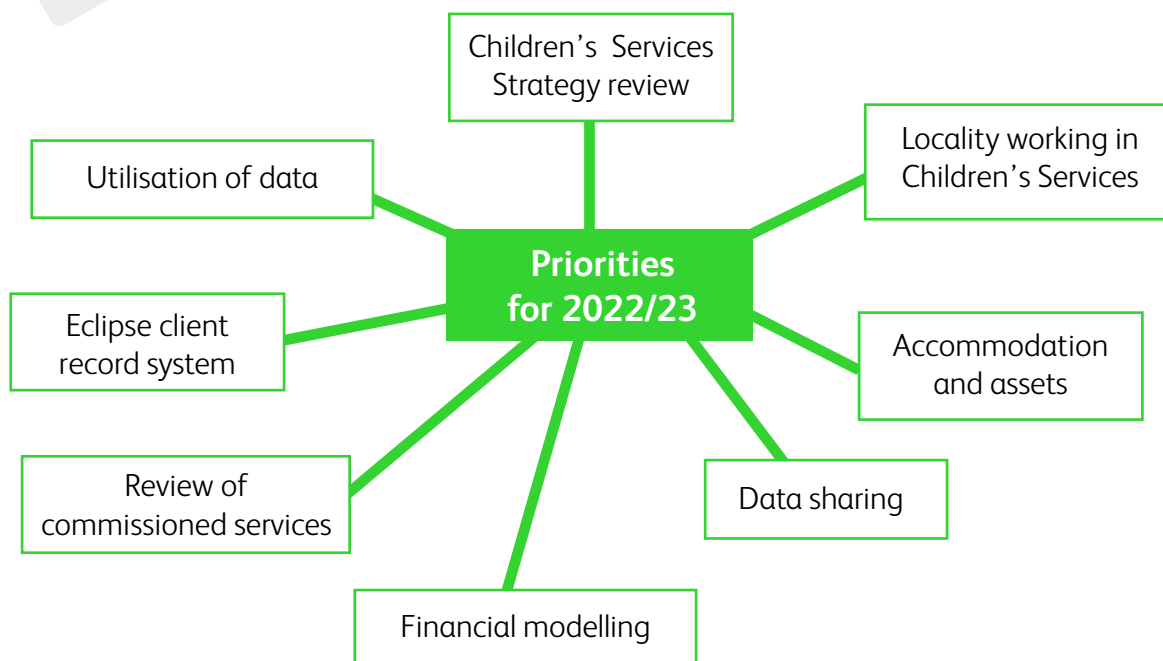
The financial support that is required to ensure that services are available and suitable to meet the needs of vulnerable families and individuals in Cardiff is very significant. Social Services budgets are a key element of Council costs and work has been focused in the past 12 months to increase the visibility of service performance and its financial impact. Work with corporate colleagues in the Resources Directorate has been exceptional and information based decision making is helping to ensure that the financial impact of implementing service priorities are planned from the outset.

In previous years financial planning has been based on the evidence of previous demand and likely population growth but the impact of the pandemic has made predicting demand very challenging indeed. In recognition of these challenges Welsh Government have provided a temporary COVID-19 Recovery Fund to assist us to address immediate issues. We very much welcome this additional resource and our use of the Recovery Fund demonstrates our commitment in Cardiff to prioritizing the needs of children, young people and their families and those that care for them.

Grant funding in the 2021/22 financial year amounted to £46,664,806 and making the very best use of this essential support has been an important task for the teams in both Children’s and Adult Services.

The use of short term resources can bring its own challenges - the recruitment pressures mentioned earlier mean that we simply cannot appoint more social workers to meet the rising demands in the short term. Instead, we are implementing innovative solutions quickly to meet the demands and address the wider COVID-19 harms – the actions we are taking are referenced throughout this report and detailed milestones are set out in our Directorate Delivery Plans.

**The actions we will be taking forward via our Directorate Delivery Plans in 2022/23 are:**





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**Local Authority Social Services Annual Report 2021/22**  
**Cardiff Council**

**Appendix 2- Overview of Challenge / Consultation**

Feedback	Response	Amendment
<b>Scrutiny</b>		
<p>The report is clear and concise and is written in clear, every day, jargon free language. The layout used with each chapter starting with tables such as “outcomes we have achieved during the year” “what went well from 21/22 DDP / what is progressing”, case studies, statistics and then a priorities chart is good. However, the report lacks sufficient detail on challenges that arose during the year, what did not happen or outcomes not achieved.</p>	<p>Information about the challenges faced during the year is available in the service overview sections and represented by our key priorities going forward.</p> <p>Planned actions that have not been achieved are represented in amber or red in each of the chapters of the report.</p> <p>Detail of how these will be progressed in 2021/22 is included in the Directorate Delivery Plans.</p>	
<p>The report is fairly comprehensive but could do better at surmising. The overviews should be shorter and expanded later in the report, with also summarised findings and action points made clear too (not just top five priorities). The layout for section 8 is very clear and accessible, and should be adopted for the overview sections.</p>	<p>Unfortunately, the structure of the report is provided nationally so we are limited in the changes we can make. We have, however, contributed to a consultation to shape a new format for the report going forward. Where possible we will take these comments into account when formatting the report next year.</p>	
<p>The report is presented in a more engaging way and covers a wide range of issues, challenges, actions and outcomes. However, because of the mass of information it is not always easy to identify the key priorities. Without some sense of prioritisation the risk is that the scale of the challenges look overwhelming.</p>	<p>It is acknowledged that this is a big report that covers a lot of issues both for Adult and Children’s Services. Key priorities are set out on pages 31 and 32, supported by additional priorities that are displayed at the bottom of each chapter. Further detail in relation to priorities and how they will be implemented is available in the Directorate Delivery Plans.</p>	
<p>The case studies are all positive, there should also be information about bad results/ complaints informing priorities. Also, how was</p>	<p>The report has been amended to provide more detail about themes identified in relation to complaints. Further detail will be available via</p>	<p>p.42</p>

Feedback	Response	Amendment
it decided which statistics to use – how has it been determined that these stats paint a fair assessment of service performance.	the Social Services Annual Complaints Report for 2021/22. Learning from complaints is fed back via the Quality Assurance cycles, however, we are aware that we need to increase the visibility and focus on this learning – this will be set out in an action plan that will be appended to the Annual Complaints Report.	
I have not had any direct experience of social services and, since becoming a candidate and then councillor, have not had need to make contact and, therefore, cannot give a view on this matter.	Noted.	
The aspects covered relating to Children’s Services are unsurprising and relate to matters scrutinised during the last year.	Noted.	
The Report lacks detail on corporate contribution to services in terms of outcomes e.g., transport, housing, and education.	The report references input by key partners, however the report is an evaluation of the effectiveness of Social Services, so references to other directorates are limited. A corporate evaluation will be available in the Council’s Annual Wellbeing Report.	
I am not in a position to say whether partnership working is adequately reflected in this report but accept it in good faith. The report does identify several areas where the Council works with other groups demonstrating a decent level of engagement. However, this must lead to positive outcomes and Cardiff continues to face long-term problems in social services.	Noted.	
Even though mention is made of a range of partners the emphasis appears to be on how the council’s own services are analysing and dealing with need. The role of other key partners and their work	It is acknowledged that many of the issues facing the services are national and require a wider approach. This is noted where appropriate in the report, however the main focus is on the work being	



Feedback	Response	Amendment
<p>alongside the council isn't always explicit. In particular, the role of the Welsh Government is unclear.</p> <p>Given that the problems highlighted in both Children's Services and Adult Services are national – recruitment, retention, huge increases in need relating to CLA – for example- the need for better co-ordination between health and social services- an individual LA is not able to solve these on its own.</p>	<p>undertaken within Cardiff to address these issues.</p> <p>National issues are taken forward via work with the All Wales Heads of Children's Services group and All Wales Heads of Adult Services group.</p>	
<p>On the whole, there seems to be an admirable number of courses of action being taken by the Council to address issues. However, many of these issues are long-term, and identified solutions – logical or not – do not seem to be shifting the dial.</p> <p>For example, the report states that the Council is building on good work to recruit permanent social workers and the declining vacancy rate. However, recent data from the Welsh Conservatives showed Cardiff spent the most money (£5.4m) on agency social workers in 2021/22 – 103 of them. This is an increasing amount.</p> <p>The report also states how it is struggling to recruit experienced social workers then identifies a series of measures that are better tailored for new ones (e.g. "engagement with universities to bring students to Cardiff"). Therefore, the answer to the question posed is "sometimes" at best.</p>	<p>Noted.</p> <p>The number of permanent social workers in Children's Services continues to be on an upward trajectory. Agency social worker numbers have increased as a result of new initiatives using quick spend, temporary monies / grant funding from Welsh Government.</p> <p>Noted.</p>	
<p>The areas for improvement set out a wide range of challenges in a context where need continues to grow. In order to judge whether the</p>	<p>Noted.</p> <p>The services would be happy to engage in a dialogue with the</p>	

Feedback	Response	Amendment
<p>action proposed will make a difference harder evidence of the impact of provision would help to give an insight into the effectiveness of approaches</p>	<p>Committee about how progress is measured going forward.</p>	
<p>The Report could benefit from more information on the priorities identified last year and if they succeeded, what difference they made to outcome and how they have informed this year's priorities.</p>	<p>The updates in the service overview section primarily reflect the priorities that we were working on last year.</p> <p>A snapshot of priorities for the previous year is provided in each chapter, and RAG rated to demonstrate progress.</p> <p>Further detail about priorities that have been carried over from one year to the next, and how they will be implemented, is available in the Directorate Delivery Plans.</p>	
<p>While a many of these are achievable – any that involve implementing the Council's plans – but that does not necessarily mean they will achieve the desired results.</p> <p>The priority to recruit and retain a workforce in children's services is not realistic not deliverable. This is has been a long-term issues facing public services across Wales and is present across the entire British labour market with shortages of workers across the board as the pandemic led to a huge shift in working conditions and consumer demand.</p> <p>The Council should focus on more preventative approaches and securing partnership with other local authorities and the Welsh Government as it cannot be done in isolation.</p>	<p>Noted.</p>	
<p>As indicated above it may be better to give a clearer sense of</p>	<p>Noted. The top 5 priorities for Social Services, Children's Services</p>	

Feedback	Response	Amendment
<p>prioritisation as the range of issues and challenges is very wide. Much is made in the report about lack of capacity for example in relation to foster care, in county residential provision and the continuing need to recruit. Children’s Services has had to deal with extreme pressure and nothing in the report suggests this is going to change soon. Given the impact of the cost of living crisis which has barely struck yet, forward planning and scenario modelling are likely to be vital. The role of prevention through the intervention hub will be key as will the role of the reviewing hub in bringing together the work of appropriate partners.</p>	<p>and Adult Services are set out on pages 32-33.</p>	
<p>Not sure the report provides a balanced analysis of performance – more detail is required on outcomes not achieved; lessons learnt etc. This will help ensure the report is open and transparent.</p>	<p>The report has been amended to provide more detail about themes identified in relation to complaints. Further detail will be available via the Social Services Annual Complaints Report for 2021/22. An action plan will be attached to this report setting out how we will respond to the learning from complaints.</p> <p>As stated above, officers would be happy to engage in discussion about how performance is measured going forward.</p>	<p>p. 42</p>
<p>The infographics on pages 4 and 5 maybe useful headline figures to identify certain milestones but, without context can be fairly meaningless. For example, it says 37 children were adopted but does not say how many were not adopted or whether there is a preference for one age range over another.</p>	<p>Noted.</p>	

Feedback	Response	Amendment
<p>The map on page 25 has no units in its key, so makes no sense.</p> <p>Additionally, a large increase of compliments and complaints are noted but no explanation given as to why – something that should be in this report.</p> <p>Finally, while Covid will have had an effect, the Committee should stress that it cannot become a convenient or long-term excuse – it is the job of the Council to work within the context of the time and address the issues as they face them.</p>	<p>Updated version of map inserted.</p> <p>We will develop an action plan in response to complaints to ensure that learning is captured and fed back into practice. This action plan will be appended to our Annual Complaints Report.</p> <p>Noted.</p>	<p>p. 25</p>
<p>In the outcome sections useful comment is made about improvements but, with some exceptions, these tend to focus on improvements in practice or provision. The report could be strengthened by giving more insight into harder evidence of the impact changes and strategy has made. Comparison between “before” and “now” would be helpful in illustrating improvement. Case studies are useful and often encouraging but as they inevitably focus on individual cases they don’t always give insight into the broader picture</p>	<p>Noted. Please see comments above about future monitoring arrangements.</p>	
<b>Staff</b>		
<p>Various corrections and clarifications offered.</p>	<p>Report updated.</p>	<p>p. 5 p. 29 p. 36 p. 49 p. 56</p>
<p>Feedback was generally positive with staff saying the report is completely or mostly clear, easy to read, matches with their experience</p>	<p>Noted.</p>	

Feedback	Response	Amendment
and reflects partnership working. Photos and case studies were well received.		
A number of requests were received suggesting that more detail should be included about individual teams.	Further detail about actions and how they will be implemented is included in the Directorate Delivery Plans and service / team plans.	
<b>Children and Young People</b>		
Young people queried what type of additional accommodation was being secured – due to their concerns in relation to the appropriateness of bed and breakfast.	Reassurance was provided that this refers to accommodation being secured via the Young Person’s Gateway, and does NOT include bed and breakfast accommodation.	
Young people found the references to mental health and emotional wellbeing and serious youth violence emotive and difficult to read.	Noted.	
Young people appreciated the difficulties the Local Authority face in finding suitable placements.	Noted.	
There was discussion around media representation of social work and a suggestion that positive stories need to be celebrated.	Agreed. Positive stories are now collated for sharing with staff via a newsletter and for inclusion in the monthly Council Statement. Consideration to be given to how these stories can be shared more widely whilst maintaining anonymity.	
In relation to work to shift the balance of care, young people stated that they should be able to remain in care until they are ready to leave - more support should be provided.	Work in this area is intended to ensure that young people received the support they need from the right person and at the right time – but at the lowest safe level of intervention to ensure the least intrusive level of intervention.	
Young people requested further information be included in relation to mental health and emotional wellbeing.	Report updated.	p. 16
Overall, there were difficulties with terminology and the young people feel that this report was not geared	The report is required to serve a number of purposes including being accountable to Members, the Care	p. 14-15

Feedback	Response	Amendment
<p>towards them as they required a lot of explanation from NYAS staff. It was noted that this does not mention Asylum Seeking Children</p>	<p>Inspectorate Wales and citizens. We appreciate that it is difficult to pitch the report so it is fully accessible to all parties. We hope that by engaging NYAS to support the challenge session with young people, we are giving an adequate opportunity for them to ask questions about the areas that they need clarification on.</p>	

# Children's Services Directorate Delivery Plan 2022/23

Appendix 3

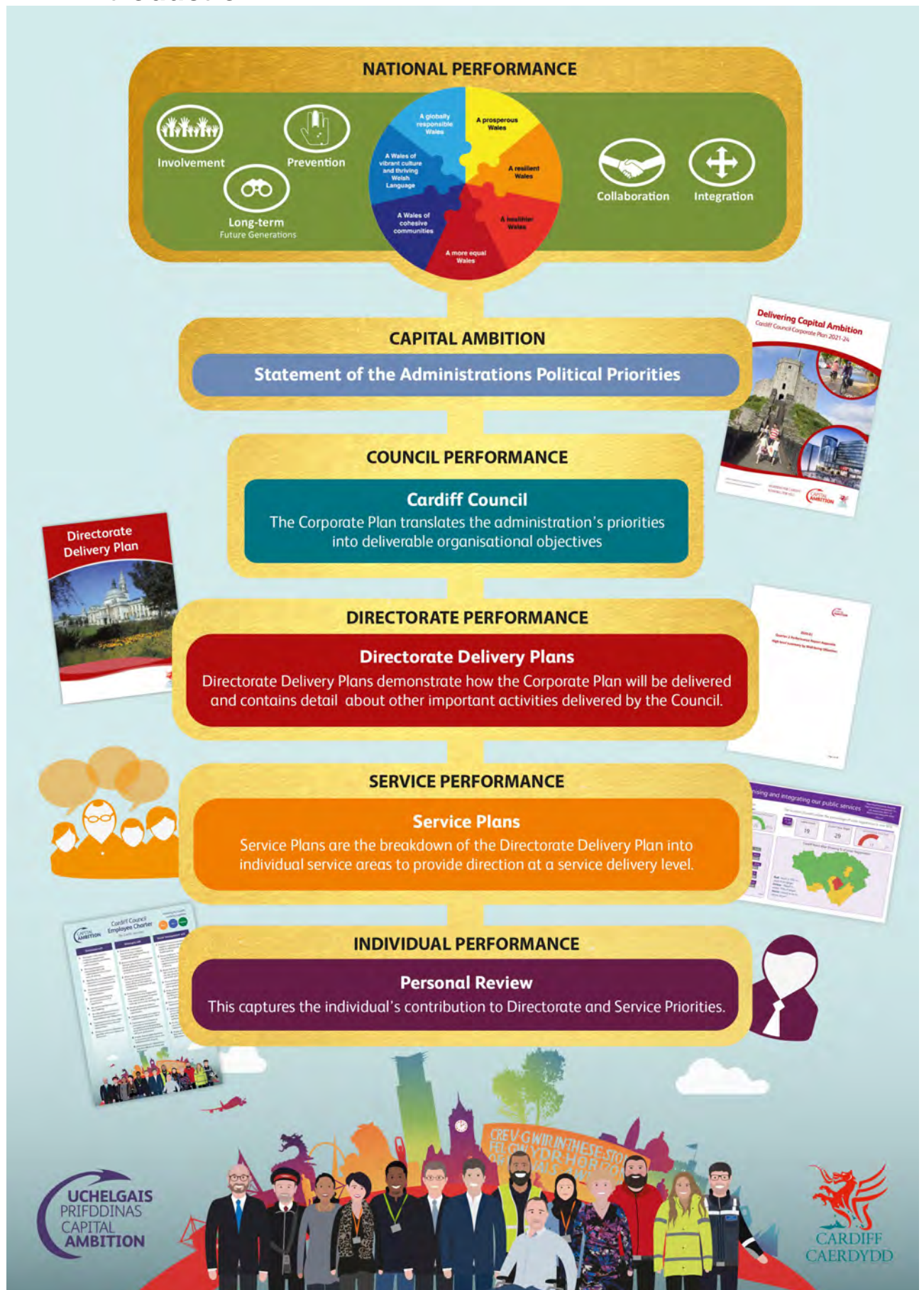


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# 1. Introduction



## Directorate Delivery Plan

### The Golden Thread

**Capital Ambition:** Sets out the political priorities of the Council's Administration.

**Corporate Plan:** Sets out how Capital Ambition will be translated into deliverable organisational steps, including milestones and targets.

**Local Well-Being Plan:** Sets out on how Capital Ambition priorities which require collaboration with public service partners will be delivered.

**Directorate Delivery Plans (DDP):** Set out the Directorate's contribution towards delivering the Corporate Plan, as well as any other priorities which may include responding to any identified business needs, risks or audit recommendations.

**Service Plans:** Where appropriate, the Directorate may choose to have service plans to support the DDP.

**Personal Review:** Set to capture individual's objectives to help achieve the Service and Directorate objectives, which contribute overall to the aims and objectives of the Council.

**Well-being Objective:** Sets out what the Council wants to achieve.

**Steps:** What the Council will do, and by when, to help achieve each Well-being Objective.

**Key Performance Measures:** Measures of operational performance that indicate if the steps the Council are taking are effective.

**Target:** Sets out a numerical value on key performance measures to be achieved.

1.1 The Council's Corporate Plan sets out how the Administrations Priorities for Cardiff will be achieved, providing clarity on what will be delivered and by when. The plan also satisfies the requirements of the Well-Being of Future Generations Act, by setting Well-Being objectives, the steps we will take to achieve them and how we will measure our progress.

1.2 The Council has adopted 8 well-being objectives which, by working towards their achievement, will ensure the delivery of Capital Ambition. These are:

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A capital city that works for Wales
- Cardiff grows in a resilient way
- Modernising and integrating our public services
- Managing the Pandemic

For each well-being objective, a number of high level "steps" and performance indicators have been identified to measure progress.

Directorates across the Council play a critical role in enabling the Council to achieve its priorities and Directorate Delivery Plans (DDPs) which set out actions, milestones and key performance indicators are the key vehicle for this. Directorates are responsible for identifying the Well-Being objectives and associated steps to which they contribute, and for developing milestones which state the actions they will take. Key performance indicators must also be identified to measure progress, alongside any risks, auditor or recommendations which must be managed and responded to. DDPs must be written within the context of good resource management, for example, workforce development and financial management and must include an assessment of progress and challenges to identify appropriate priorities.

## 2. Directorate Profile and Structure

**Support4Families** (within the Cardiff Family Advice and Support Service) – early help service working with families below the threshold for statutory Children’s Services, e.g. supporting families with direct delivery of a range of evidence based family programmes.

**Multi Agency Safeguarding Hub** - first point of contact for safeguarding referrals from professionals.

**Intake & Assessment**, including child protection investigation, intervention and support.

### **Interventions Hub:**

**Adolescent Resource Centre** – intensive support for young people aged 11-16 years of age, who are at risk of becoming looked after.

**Family Intervention Support Service (FISS)** – support to prevent family breakdown and reduce risk of significant harm.

**On Call FISS** - support out of hours to the Emergency Duty Team (EDT) and daytime services.

**Rapid Response** - provide an immediate response to families in crisis to prevent accommodation or where there is a high risk of harm.

**Integrated Family Support Service** – supporting the needs of vulnerable families in crisis.

**ThinkSafe!** – work with children at greatest risk of exploitation to reduce risk and increase protective factors.

**Locality Services** – case management including reunification, child protection, Court work, children looked after and children receiving care and support.

**Child Health & Disability Service** – case management for children with disabilities including child protection, Court work, children looked after and children receiving care and support.

**Substitute Family Care** –placement finding, in house fostering and residential, Connected Persons, When I Am Ready, supported lodgings, National Fostering Framework, Young Person’s Gateway link, commissioning and contract management.

**Personal Adviser Service** – supporting care leavers.

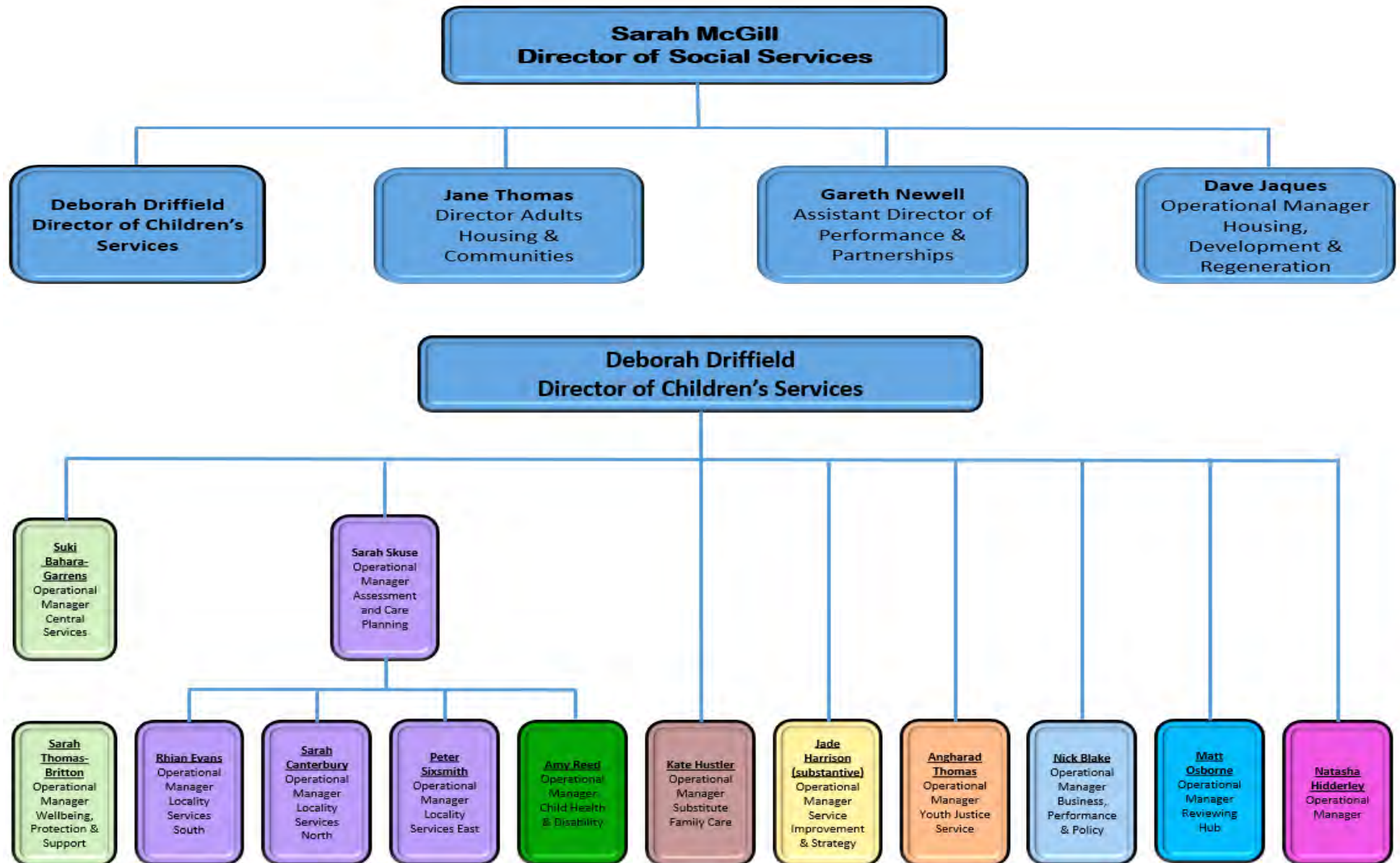
**Youth Justice Service** – prevention of anti-social behaviour, offending and re-offending by young people.

**Service Improvement & Strategy** –corporate safeguarding, Regional Safeguarding Board business unit, quality assurance, participation / children’s rights, advocacy, practice leads programme.

**Safeguarding** – Reviewing Hub, education safeguarding, professional concerns.

**Performance and Resources** – business support, performance and planning, projects, correspondence, CareFirst / Eclipse, strategy, Health & Safety, workforce training and development, COVID-19.

# Senior Management



### 3. Progress, Challenges and Priorities for 2022/23

#### What we did well

An overview of the key achievements is provided below:

- Dedicated support in place for **Children's Services** as a Directorate.
- Response to **COVID-19** and ongoing commitment of staff throughout the pandemic.
- Maximised use of **technology** to maintain virtual contact with children, families, colleagues and partners.
- **Recruitment and retention** of social workers (net gain of 13 during the year).
- Work on **whole team approach** and developing skills mix of teams ongoing.
- Mind of My Own app launched - to strengthen engagement with children and ensure their **lived experience** is understood.
- **Family Drug and Alcohol Court** pilot commenced.
- **Interventions Hub** launched.
- **Reviewing Hub** launched – incorporating reviews of children receiving care and support.
- **Locality working** approach being embedded in case management teams.
- **Reunification Framework**, to support children to return to live with family where it is safe for them to do so, launched.
- Implementation of **Resource Panel** to oversee placement decisions for children and young people.
- Additional **in house residential provision** opened to support us to meet demand.
- **Engagement with staff** – Ambassador Group reinstated, practice leads, best practice sessions - leading to implementation of service development initiatives.
- Continued increase in number of children remaining with their families in **kinship** arrangements.
- Continued increase in **in house fostering** provision.
- **All Wales Fostering** brand launched.
- Additional **accommodation for vulnerable young people** secured through joint working with colleagues in Housing.
- Personal Adviser Service work with Into Work Service to support young people into **education, training and employment**.
- Implementation of All Our Futures **Youth Justice Improvement Plan** progressing well.
- Multi-agency **performance dashboard for Corporate Parenting Advisory Committee** introduced.
- Ongoing development of **PowerBi** as primary reporting tool.
- **Quality Assurance** processes strengthened, although further embedding required.
- Work towards upgrading the CareFirst client record system to **Eclipse** ongoing.
- Development of updated **policies and procedures** progressing.

## What we could have done better

Prioritising front line services in response to the pandemic has meant that the development of work in some areas has been delayed and will be carried over to 2021/22. These developments include:

- Developing a **Participation Charter** to improve our partnership working with children and their parents / carers.
- Improving access to **advocacy**.
- Re-shaping our **respite provision** to offer flexible short-break opportunities for children with disabilities.
- Implementing the **Court improvement plan** taking account of new guidance in relation to Public and Private Law.
- Closer liaison with Education colleagues to support improved **education outcomes** for children looked after.
- Improving **transition** arrangements for young people approaching adulthood for young people with disabilities and leaving care.
- Implementing a **trauma informed approach** to practice across all services.
- Improving arrangements for monitoring and reviewing the performance of **commissioned services**.
- Increasing Directorate capacity to deliver **bilingual services**.
- Implementing **Family Group Conferencing** into our core operating mode.

### Opportunities

- **Regional Integration Fund** monies and Welsh Government funding.
- Working towards achieving **Child Friendly City** status and embedding a child's rights approach.
- Implementing the upgraded **client record system** - Eclipse.
- Reviewing the **Children's Services Strategy** to set the direction for 2022-25.
- Development of **Integrated Edge of Care Service** based on the North Yorkshire Model.
- **Residential services** development plan.
- **Best practice sessions** to ensure consistency of practice across the Directorate.
- Building on the **positive partnership working** developed during the pandemic as a result of utilising virtual technology.
- **Whole team approach** to ensure that social workers only do what only social workers can do.
- Reviewing and implementing the outcomes of the **Systems Review**.

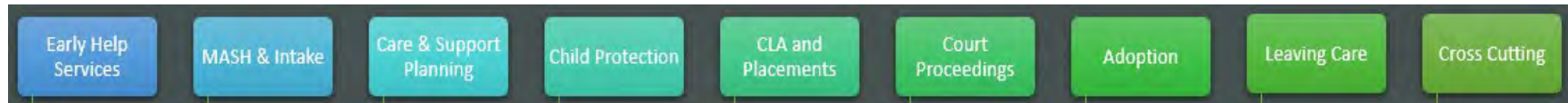
### Challenges

- **Demand and budgetary pressures** and the volume and complexity of case work, including the impact of long term COVID-19 harms and impact on performance.
- **Sufficiency of placements** to meet assessed need.
- Increase in number of young people with serious **mental health and emotional wellbeing issues**.
- Although fewer children are committing offences there is a significant increase in violent behaviour and the severity of offences being committed by young people, particularly in relation to serious **youth violence**.
- Number of **providers in escalating concerns**.
- Recruitment and retention of **experienced social workers**.
- **Media representation** of the social work profession in response to recent child deaths.

## 4. Child's Journey Stages and Well-being Objectives

Well-being Objective 1: Cardiff is a great place to grow up

Well-being Objective 4: Safe, confident and empowered communities



## Journey Stage: **Early Help**

*Wellbeing Objective 1: Cardiff is a great place to grow up*

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
BAU	Work in relation to Children's Services <b>working with early help</b> is being taken forward as business as usual.	Ongoing	Ongoing	Suki Bahara-Garrens	Q1	To develop and deliver services which are responsive to Cardiff's inequality gap.
					• N/A	
					Q2	
					• N/A	
Q3	• N/A					
Q4	• N/A					

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Ref	Key Performance Indicators <i>(outcome based where possible)</i>	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	Number of people supported by the Support4Families Team	2,019	1,786	1,864	2,250	Suki Bahara-Garrens



## Journey Stage: MASH and Intake & Assessment

Wellbeing Objective 1: Cardiff is a great place to grow up

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Embed the <b>Interventions Hub</b> during the year to streamline and integrate support resources and improve outcomes for children and families	April 2021	March 2023	Suki Bahara-Garrens	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Interventions Hub launched.</li> <li>Business case for development of out of hours team produced.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Initial analysis of data undertaken to inform understanding of demand and provision.</li> <li>Interface between Interventions Hub and Early Help and Youth Justice Service considered.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Pathways / links with Integrated Edge of Care Service considered.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Further analysis of data commenced to inform understanding of impact and identification of gaps.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

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Ref	Key Performance Indicators (outcome based where possible)	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner

## Journey Stage: Care & Support

Wellbeing Objective 1: Cardiff is a great place to grow up

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Develop pathways and provision of services for children with serious mental health and emotional well-being issues	April 2022	March 2023	Suki Bahara-Garrens	<p style="text-align: center;"><b>Q1</b></p> <ul style="list-style-type: none"> <li>Key milestones in project plan met.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
				Sarah Skuse	<p style="text-align: center;"><b>Q2</b></p> <ul style="list-style-type: none"> <li>Key milestones in project plan met.</li> </ul>	
					<p style="text-align: center;"><b>Q3</b></p> <ul style="list-style-type: none"> <li>Key milestones in project plan met.</li> </ul>	
					<p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>Key milestones in project plan met.</li> </ul>	

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Embed the use of <b>Family Group Conferencing</b> by March 2023 with a particular focus on reducing the need for registration on the Child Protection Register.	April 2021	March 2023	Rhian Evans (Sarah Skuse)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>• Pathway for making a referral for a Family Group Conference (FGC) drafted.</li> <li>• Target for number of FGCs held agreed.</li> <li>• Reporting mechanism agreed with provider.</li> <li>• Potential for an automated trigger to prompt referral for an FGC explored.</li> <li>• Tendering requirements established.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Pathway for making a referral for a Family Group Conference (FCG) agreed.</li> <li>• Awareness raising undertaken with Support4Families and Intake and Assessment.</li> <li>• FGC champions identified.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Awareness raising undertaken with locality teams.</li> <li>• Number of FGC held reviewed and work undertaken with teams not meeting referral targets.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>• Plan for 2023/24 developed</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Support children to return safely to their own homes during the year using a <b>Reunification Framework</b> . (Commissioning Strategy)	April 2020	March 2023	Sarah Skuse	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>• Clear programme of training needs identified.</li> <li>• Development of therapeutic support and intervention for parents commenced – through setting up a support group.</li> <li>• Report of impact on families who have been through the process produced.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Champions group developed.</li> <li>• Practice leads integrated into Reunification Steering Group.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Clear wrap around support in place.</li> <li>• Use of assessment and planning tools is consistent across Children's Services teams so reunification principles are becoming integrated into practice.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>• Workforce is confident in the delivery of the Reunification Framework tools and they are the basis of how Children's Services work with families.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Use the <b>Reviewing Hub</b> to ensure that cases are appropriately stepped up or stepped down	April 2022	March 2023	Matt Osborne (Suki Bahara-Garrens)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Reviewing Hub launched.</li> <li>All children with a care and support plan in the North locality reviewed.</li> <li>PowerBi report developed to support performance monitoring.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>All children with a care and support plan in the South locality reviewed.</li> <li>12 week review cycle implemented for North cases.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>All children with a care and support plan in the East locality reviewed.</li> <li>12 week review cycle implemented for South cases.</li> <li>Analysis of data undertaken to determine how embedded the performance framework is.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>12 week review cycle implemented for East cases.</li> <li>Improvement actions identified during analysis of performance data implemented.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Work with partners to finalise and implement a partnership strategy that demonstrates how we work together to deliver effective services for children and young people with <b>additional learning needs and disabilities</b> by March 2023.	April 2021	March 2023	Amy Reed (Sarah Skuse)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Partnership strategy to support children and young people with additional needs finalised.</li> <li>Urgent project to address service provision and accommodation issues for children with complex needs initiated.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Clear referral pathway that reduces families having to repeat their stories with a clear multi agency plan agreed.</li> <li>Key milestones in Child Health &amp; Disability project plan met.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Exploration of better communication streams to improve how information is shared and developed.</li> <li>Key milestones in Child Health &amp; Disability project plan met.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Discussions around co-ordinated multi agency budget arrangements commenced.</li> <li>Key milestones in Child Health &amp; Disability project plan met.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Ensure that all people, however vulnerable, retain a voice in their care by reviewing and enhancing our <b>Direct Payments Services</b> .	April 2022	March 2023	Amy Reed / Rhian Evans  (Sarah Skuse)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>• Refresher re: new eligibility criteria shared with all teams to ensure awareness.</li> <li>• OM from wider Children's Services attends Direct Payments Group to consider use of Direct Payments beyond children with disabilities.</li> <li>• Protocol for use of family members as Personal Assistants updated.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Direct Payment trained provided for staff.</li> <li>• Understanding of how Direct Payments could be used to support children other than children with disabilities developed.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Work undertaken with Health to agree the use of Personal Assistants for children with complex care packages (Health involvement).</li> <li>• Work to identify children other than children with disabilities who would benefit from receiving a Direct Payment commenced, and referrals made as required.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>• Progress reviewed and further actions identified.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Re-shape our <b>respite provision</b> by March 2023 to offer greater flexibility in short-break opportunities, including emergency provision, for children with disabilities. (Commissioning Strategy)	April 2020	March 2023	Amy Reed / Kate Hustler  (Sarah Skuse)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Scoping of need initiated – to understand current position.</li> <li>Plan for alternative provision for children who currently receive short breaks at Ty Storrie under development (while building work undertaken).</li> <li>Market engagement undertaken to encourage providers to sign up to the dynamic purchasing system (ADAM).</li> <li>Development of project plan for overnight short break provision commenced (i.e. development of Ty Storrie and an additional site for overnight short breaks).</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Available information regarding need analysed to start projecting future need.</li> <li>Project plan for overnight short break provision developed with key milestones identified.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Targeted fostering recruitment campaign launched to attract foster carers specifically for children with additional learning needs.</li> <li>Implementation of project plan for overnight short breaks ongoing - key milestones met.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Ty Storrie / short break provision offer a wide resource.</li> <li>Overnight short breaks project plan reviewed.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.



Ref	Key Performance Indicators <i>(outcome based where possible)</i>	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
DDP	Percentage of initial child protection conferences held on time	84.9%	78.8%	80.2%	85%	Matt Osborne
DDP	Percentage of child protection reviews held on time	93.5%	82.8%	84.4%	100%	Matt Osborne
DDP	Percentage of children looked after reviews held on time	82.9%	89.3%	77.9%	100%	Matt Osborne
DDP	Percentage of reviews of children receiving care and support held on time	New for 2022/23	New for 2022/23	New for 2022/23	Baseline year	Matt Osborne
DDP	Percentage of children looked after who returned home during the year (as % of ends of being looked after).	New for 2021/22	35.3%	43.4%	50%	Sarah Skuse / Locality OMs
DDP	Number of children looked after stepped down to placement with parents from other placement types.	New for 2022/23	New for 2022/23	New for 2022/23	Baseline year	Sarah Skuse
DDP	Number of children in receipt of Direct Payments	169	181	171	185	Amy Reed / Rhian Evans / Sarah Skuse

## Journey Stage: **Child Protection**

### Wellbeing Objective 4: Safe, confident and empowered communities

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	<p>Ensure children and adults are protected from risk of harm and abuse by:</p> <ul style="list-style-type: none"> <li>Embedding the <b>Exploitation Strategy</b> to address new and emerging themes of child and adult exploitation by March 2023.</li> <li>Continuing to work with multi agency partners to address the rise in <b>serious youth violence</b>.</li> </ul>	April 2022	March 2023	<p>Angharad Thomas</p> <p>(Suki Bahara-Garrens)</p>	<p style="text-align: center;"><b>Q1</b></p> <p><b>Safeguarding Adolescents From Exploitation (SAFE) Model</b></p> <ul style="list-style-type: none"> <li>Strategic SAFE group established.</li> <li>SAFE model rolled out to East and South localities.</li> <li>Sub groups to address community, neighbourhood and prevention issues in place.</li> </ul> <p><b>Serious Youth Violence</b></p> <ul style="list-style-type: none"> <li>Work undertaken with Police to support Operation Sceptre.</li> <li>New Intervention Co-ordinator established in post.</li> </ul> <p style="text-align: center;"><b>Q2</b></p> <p><b>SAFE Model</b></p> <ul style="list-style-type: none"> <li>Available data and mapping used to inform development of collective response to criminal exploitation and child sexual exploitation.</li> </ul> <p><b>Serious Youth Violence</b></p> <ul style="list-style-type: none"> <li>Interventions programme developed.</li> </ul> <p style="text-align: center;"><b>Q3</b></p> <p><b>SAFE Model</b></p> <ul style="list-style-type: none"> <li>Evaluation of SAFE model undertaken.</li> </ul> <p><b>Serious Youth Violence</b></p> <ul style="list-style-type: none"> <li>Review of Youth Justice Service weapons work and Operation Sceptre impact commenced, including independent review of 3 Youth Justice Service serious youth violence cases.</li> </ul> <p style="text-align: center;"><b>Q4</b></p> <p><b>SAFE Model</b></p> <ul style="list-style-type: none"> <li>Future use of the SAFE model agreed.</li> </ul> <p><b>Serious Youth Violence</b></p> <ul style="list-style-type: none"> <li>Thematics from review presented to Youth Justice Service management board and sub committee.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Key Performance Indicators <i>(outcome based where possible)</i>	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The total number of children reported during the year where child exploitation was a factor including: <ul style="list-style-type: none"> <li>• Child sexual exploitation</li> <li>• Child criminal exploitation</li> <li>• Child trafficking</li> </ul>	New for 2020/21	60 58 6	83 49 1	Target setting not appropriate	Angharad Thomas

## Journey Stage: Children Looked After and Placements

### Wellbeing Objective 1: Cardiff is a great place to grow up

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Implement the renewed <b>Corporate Parenting Strategy</b> 2021-24 action plan to improve outcomes and wellbeing for children looked after.	April 2020	March 2024	Matt Osborne / Jade Harrison  Leigh Vella  (Suki Bahara-Garrens)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Corporate Parenting Strategy action plan updated to incorporate actions for the year ahead; some of these actions will be based on the views and experiences shared by young people at an engagement session at the end of 2021.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Work undertaken with Public Health, foster carers, kinship carers, young people and care leavers to learn and develop cooking skills and nutritional advice – helping to promote independence and support physical health and well being in line with Priority 1 of the Corporate Parenting Strategy.</li> <li>Support given to the NYAS “my things matter campaign” - a campaign to support and respect care experienced young people’s belongings when they move.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Young person friendly version of the Corporate Parenting Strategy developed - working closely with the Youth Service and Bright Sparks Group.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Work undertaken with the Education Service to focus on tackling stigma and challenging negative stereotypes of care experienced young people.</li> </ul>	To develop and deliver services which are responsive to Cardiff’s inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP / DDP	Improve <b>access to education and educational attainment for children looked after</b> during the year	April 2020	March 2023	Matt Osborne / Jade Harrison  Leigh Vella  (Suki Bahara-Garrens / Sarah Skuse)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Links made with newly recruited LACE youth mentors to develop a mechanism to share information and work in partnership to support access to education and educational attainment for care experienced young people.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Pledges made to children looked after by Education Teams reviewed to incorporate the priorities outlined in the Corporate Parenting Strategy.</li> <li>Work with colleagues in Education initiated to explore mechanisms for undertaking corporate parenting responsibilities to improve outcomes (e.g. attending parent evenings).</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Work undertaken with partners to develop opportunities for care experienced young people based on mapping of young people's aspirations.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Participation of young people in service development increased.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Continue to increase the availability of <b>accommodation</b> with support options in Cardiff during the year - across all age groups - for children looked after and young people leaving care. (Commissioning Strategy)	April 2020	March 2023	Kate Hustler / Sarah Skuse  Natasha Hilderley	<p style="text-align: center;"><b>Q1</b></p> <p><b>Fostering</b></p> <ul style="list-style-type: none"> <li>• Teen Scheme pilot reviewed and decision on implementation made.</li> <li>• Proposal for parent and child fostering scheme approved.</li> <li>• Proposal for emergency fostering bed scheme approved.</li> <li>• Kinship to Special Guardianship Order transition pilot reviewed and decision on future planning made.</li> </ul> <p><b>Residential</b></p> <ul style="list-style-type: none"> <li>• Project plan for development of residential provision in Cardiff in place.</li> </ul> <p><b>Care leavers</b></p> <ul style="list-style-type: none"> <li>• Work to develop Young Persons Gateway provision ongoing with Housing.</li> </ul> <p><b>Accommodation Project</b></p> <ul style="list-style-type: none"> <li>• Urgent accommodation project initiated.</li> <li>• Key milestones in accommodation project plan met.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

					<p style="text-align: center;"><b>Q2</b></p> <p><b>Fostering</b></p> <ul style="list-style-type: none"> <li>• Development of online services for foster carers commenced.</li> </ul> <p><b>Residential</b></p> <ul style="list-style-type: none"> <li>• Project plan for development of residential provision in Cardiff in place.</li> </ul> <p><b>Care leavers</b></p> <ul style="list-style-type: none"> <li>• Targeted campaign to attract Supported Lodgings and When I Am Ready Carers undertaken.</li> </ul> <p><b>Accommodation Project</b></p> <ul style="list-style-type: none"> <li>• Key milestones in accommodation project plan met.</li> </ul>	
					<p style="text-align: center;"><b>Q3</b></p> <p><b>Fostering</b></p> <ul style="list-style-type: none"> <li>• Effectiveness of the Foster Wales campaigns reviewed.</li> </ul> <p><b>Residential</b></p> <ul style="list-style-type: none"> <li>• Project plan for development of residential provision in Cardiff in place.</li> </ul> <p><b>Care leavers</b></p> <ul style="list-style-type: none"> <li>• Work to develop Young Persons Gateway provision ongoing with Housing.</li> </ul> <p><b>Accommodation Project</b></p> <ul style="list-style-type: none"> <li>• Key milestones in accommodation project plan met.</li> </ul>	

					<p style="text-align: center;"><b>Q4</b></p> <p><b>Fostering</b></p> <ul style="list-style-type: none"> <li>Effectiveness of targeted campaigns reviewed.</li> </ul> <p><b>Residential</b></p> <ul style="list-style-type: none"> <li>Project plan for development of residential provision in Cardiff in place.</li> </ul> <p><b>Care leavers</b></p> <ul style="list-style-type: none"> <li>Impact of targeted campaign to attract Supported Lodgings and When I Am Ready Carers reviewed.</li> </ul> <p><b>Accommodation Project</b></p> <ul style="list-style-type: none"> <li>Key milestones in accommodation project plan met.</li> </ul>	
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Ref	Key Performance Indicators (outcome based where possible)	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The percentage attendance of looked after pupils whilst in care in secondary schools	N/A	N/A	TBC	Attendance to be equivalent to Cardiff average	Sarah Skuse / Locality OMs
CP	Number of children looked after placed with parents	177	188	195	No target, but under constant review	Sarah Skuse / Locality OMs
CP	Number of children looked after in kinship placements	133	166	195	Increase where appropriate	Kate Hustler
CP	Number of children looked after fostered by Local Authority foster carers	97	116	119	150	Kate Hustler
CP	Number of children looked after fostered by external foster carers	367	344	324	No target, but under constant review	Sarah Skuse / Locality OMs
CP	Number of children looked after placed in residential placements (not including residential school)	81	87	101	Reduce whilst increasing provision in Cardiff	Sarah Skuse / Locality OMs



Ref	Key Performance Indicators <i>(outcome based where possible)</i>	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	Number of children looked after supported to live independently	39	45	58	No target	Sarah Skuse / Locality OMs
CP	Number of children looked after in other placements, such as prison; secure accommodation; supported lodgings; home office unregulated placements, residential school	20	17	15	No target	Sarah Skuse / Locality OMs
CP	The percentage of children looked after in regulated placements who are placed in Cardiff	56.6%	57.4%	56.3%	60%	Sarah Skuse / Locality OMs / Kate Hustler
CP	The percentage of children looked after in regulated placements who are placed within a 20 mile radius of Cardiff	76.2% in Cardiff or neighbouring LA	75.8% in Cardiff or neighbouring LA	77.2% in Cardiff or neighbouring LA	80%	Sarah Skuse / Locality OMs / Kate Hustler

## Journey Stage: Court

Wellbeing Objective 1: Cardiff is a great place to grow up

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Implement the <b>Court Improvement Plan</b> by March 2023 to improve practice in the PLO and court arenas in response to recent national reviews and reports.	April 2020	March 2023	Sarah Skuse	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>• Court policy and procedure review group established.</li> <li>• Performance staff represented in Court Improvement Project meetings – work to develop Court report card commenced.</li> <li>• Project Officer appointed to support the Court Improvement Project.</li> <li>• Court Redaction team transferred from Information Governance to Children’s Services.</li> <li>• Business Support Manager for Court Redaction Team appointed.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Court report card drafted.</li> <li>• Court Redaction team embedded into Children’s Services.</li> <li>• Key actions in Court Improvement Project plan met.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Court report card refined.</li> <li>• Court performance targets set.</li> <li>• Improvement actions required to meet targets identified.</li> <li>• Key actions in Court Improvement Project plan met.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>• Court policy and procedures signed off.</li> <li>• Key actions in Court Improvement Project plan met.</li> </ul>	To develop and deliver services which are responsive to Cardiff’s inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Review children looked after who are placed with parents to appropriately discharge Care Orders	April 2022	March 2023	Sarah Skuse	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Timescales for discharge of Care Orders for legacy cases of children placed with parents mapped.</li> <li>Exceptional reasons for agreeing Placement with Parent arrangements set out by locality Operational Managers.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Planning for discharge of Care Orders for children placed with parents since 2020 commenced.</li> <li>Exception reporting to the Children's Management Team in place for new Placement with Parent arrangements starting in Quarter 1, with learning to reduce future use of these arrangements identified.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Children being stepped down from Placement with Parents to care and support as part of the Reunification Project reviewed to ensure on target for discharge from care as planned.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Clear processes and procedures in place to minimise new Placement with Parent arrangements and ensure step downs are progressed to discharge without delay.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Monitor the progress of the <b>Family Drug and Alcohol Court</b> pilot to determine its success in keeping families together.	April 2022	March 2023	Natasha Hilderley	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Parent mentor support group in place.</li> <li>Domestic violence and complex case worker post created to support the most complex cases.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Ethos of new way of working with parents with substance misuse issues introduced to the wider service.</li> <li>Initial data analysed to inform our understanding of how the pilot is progressing.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Milestones for year from November 2022 to October 2023 agreed.</li> <li>Extended support services in place, such as follow up treatment services and additional wrap around support services.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>10 families provided with support by the programme.</li> <li>Impact of service on families who have completed care proceedings assessed.</li> <li>Families contribute to FDAC Parenting Mentoring Steering Group.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Key Performance Indicators (outcome based where possible)	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner

## Journey Stage: **Adoption**

### Wellbeing Objective 1: Cardiff is a great place to grow up

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
BAU	Work with the Vale, Valleys and Cardiff Regional Adoption Collaborative to implement the new good practice guidance in relation to <b>adoption</b> .	April 2022	March 2023	Natasha Hilderley	<p style="text-align: center;"><b>Q1</b></p> <ul style="list-style-type: none"> <li>Work undertaken with the Vale, Valleys and Cardiff Regional Adoption Collaborative to implement the new good practice guidance in relation to adoption.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
					<p style="text-align: center;"><b>Q2</b></p> <ul style="list-style-type: none"> <li>Milestone TBC</li> </ul>	
					<p style="text-align: center;"><b>Q3</b></p> <ul style="list-style-type: none"> <li>Milestone TBC</li> </ul>	
					<p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>Milestone TBC</li> </ul>	

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Ref	Key Performance Indicators <i>(outcome based where possible)</i>	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The percentage of children placed for adoption within 12 months of the Placement Order	45.8%	49.2%	60.0%	65%	Natasha Hilderley
CP	Number of children looked after placed for adoption	41	29	32	No target	Sarah Skuse / Locality OMs

## Journey Stage: Leaving Care

Wellbeing Objective 1: Cardiff is a great place to grow up

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	<p>Enable all young people who are known to Children's Services to play an active and central role in planning for their <b>transition to adulthood</b> during the year by working closely with Adult Services in relation to:</p> <ul style="list-style-type: none"> <li>Children with disabilities.</li> <li>Care leavers known to the Personal Advisor Service</li> </ul>	April 2020	March 2023	Amy Reed / Sarah Skuse / Jade Harrison	<p style="text-align: center;"><b>Q1</b></p> <p><b>Children with Disabilities</b></p> <ul style="list-style-type: none"> <li>Planning for My Future formally launched.</li> <li>Development of training resources commenced as part of ongoing implementation of the ALN Act and the implementation of Planning for My Future.</li> <li>Engagement and communication sessions around Planning for My Future protocol held.</li> <li>Pathway Plans monitored and reviewed to ensure the correct services are in place to support transition with Adult Services.</li> </ul> <p><b>Care Leavers</b></p> <ul style="list-style-type: none"> <li>Links between Personal Advisor Services and relevant partners in Adult Services strengthened.</li> <li>Partnerships with the Young Person's Multi-Disciplinary Team (YP MDT) within Housing and Communities developed to capture those young people with more complex needs.</li> <li>Work undertaken with Adult Services and Housing in tracking this cohort of young people.</li> <li>Monthly Housing Accommodation &amp; Support for Young People Contract Monitoring meetings held with the Salvation Army and Llamau.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
					<p style="text-align: center;"><b>Q2</b></p> <p><b>Children with Disabilities</b></p> <ul style="list-style-type: none"> <li>• Planning for My Future protocol in place with schools using the “Plan for my Future” document from year 9 onwards.</li> <li>• Development of multi agency plans commenced.</li> <li>• Recommendations of Internal Audit responded to, particularly in relation to the need for the development of performance information.</li> </ul> <p><b>Care Leavers</b></p> <ul style="list-style-type: none"> <li>• Continued development and monitoring of the YP MDT resource.</li> <li>• Training resources developed with Housing to support engagement and participation for young people exploring training tenancies.</li> </ul>	
					<p style="text-align: center;"><b>Q3</b></p> <p><b>Children with Disabilities</b></p> <ul style="list-style-type: none"> <li>• Consideration of the use of the TRIG (Transition Resource Interface Group) available for all children with disabilities.</li> </ul> <p><b>Care Leavers</b></p> <ul style="list-style-type: none"> <li>• Extended Entitlement of the Personal Advisor Service to age 25 in place to provide consistency in quality and standards of service.</li> <li>• Extended Entitlement communicated with Adult Services to ensure that young people re-engaging for advice and guidance are able to access relevant services.</li> </ul>	
					<p style="text-align: center;"><b>Q4</b></p> <p><b>Children with Disabilities</b></p> <ul style="list-style-type: none"> <li>• Implementation of the protocol tracked and data collected to aid future planning and capacity planning across services.</li> </ul> <p><b>Care Leavers</b></p> <ul style="list-style-type: none"> <li>• YP MDT reviewed and outcomes tracked.</li> <li>• Data in relation to Extended Entitlement reviewed against service capacity.</li> </ul>	

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP / DDP	Support care leavers into education, employment or training during the year by delivering the Cardiff Commitment.	April 2020	March 2023	Matt Osborne / Jade Harrison  Leigh Vella  Sharlane Bird  (Suki Bahara-Garrens / Sarah Skuse)	<p style="text-align: center;"><b>Q1</b></p> <ul style="list-style-type: none"> <li>• Further funding from the Department of Work and Pensions secured for the Participation and Wellbeing coordinator 2022/23 to continue to promote positive outcomes for young people. <ul style="list-style-type: none"> <li>○ Links made with young people and the Department of Work and Pensions.</li> <li>○ Specific focus on working with young people who are Job Centre Plus customers.</li> <li>○ Care leavers supported to have regular engagement with the Job Centre Plus case manager who will support them in identifying the most appropriate activities to undertake for their needs / aspirations.</li> <li>○ Close working with our already established partnerships.</li> </ul> </li> <li>• Care Leavers Padlet launched on the Youth Service website. The padlet has been devised by the PA Service in collaboration with young people to help young people navigate through services.</li> <li>• Participation with care leavers undertaken to help gain an understanding of experiences of Children's Services / Education and partnership working with care leavers to improve outcomes.</li> </ul> <p style="text-align: center;"><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Entitlement of the Personal Advisor Service extended to up until 25 years to provide consistency in quality and standards of the service. Will be done on a case by case basis as young people aged 21-25 whose cases had previously been closed re-present requesting service.</li> <li>• Response to outcome of Review of the Personal Advisor Service commenced.</li> <li>• Participation undertaken with care leavers to plan activities in preparation for Care Leavers Week.</li> </ul> <p style="text-align: center;"><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Care Leaver Consultation Group launched to support care leavers to influence decisions and have an active role in service development.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.



					<p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>Care leavers connected to the Early Help Services if required, to access early parenting advice and support as they become parents themselves.</li> <li>Peer / support groups for care experience young people developed and promoted.</li> </ul>	
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Ref	Key Performance Indicators <i>(outcome based where possible)</i>	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The percentage of care leavers in categories 2,3 and 4* who have completed at least three consecutive months of employment, education or training in the 12 months since leaving care	New for 2020-21	67%	64.2%	68%	Sarah Skuse
CP	The percentage of care leavers in categories 2,3 and 4* who have completed at least three consecutive months of employment, education or training in the 13-24 months since leaving care	New for 2020-21	56%	67.9%	57%	Sarah Skuse

## Journey Stage: Cross Cutting

Wellbeing Objective 1: Cardiff is a great place to grow up

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Complete the implementation of the 'All Our Futures' Youth Justice Strategy and Improvement Plan and prepare a new 2 year strategy to reduce offending and improve outcomes for young people.	April 2021	March 2023	Angharad Thomas  (Suki Bahara-Garrens)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Youth Justice Strategy workshops completed to inform the key themes of the new strategy and plan.</li> <li>Outcome of HMIP inspection reviewed to ensure the priorities are reflected in the new strategy and plan.</li> <li>New strategy and plan finalised.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
					<p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Key milestones in the new Youth Justice Strategy achieved.</li> </ul>	
					<p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Key milestones in the new Youth Justice Strategy achieved.</li> </ul>	
					<p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Key milestones in the new Youth Justice Strategy achieved.</li> </ul>	

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Strengthen the application of <b>Vulnerability Assessment Profiling</b> to include integration with Youth Justice Service caseloads.	April 2022	March 2023	Angharad Thomas  (Suki Bahara-Garrens)	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>New Project Manager – Education and Youth Justice post recruited to.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Contribute to application of VAP as required.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Contribute to application of VAP as required.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Contribute to application of VAP as required.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Continue to develop and embed a <b>locality</b> approach to service provision across case management teams.	April 2020	March 2023	Sarah Skuse	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>• Closer working with local secondary schools implemented in North locality.</li> <li>• Work undertaken with Education to identify means of working with primary school clusters in East and South localities.</li> <li>• Development of model of working with GP clusters and Health Visitors initiated.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Work to map links with South and North teams to ward areas commenced (East already completed).</li> <li>• Mapping and planning commenced - with the aim of ensuring sibling groups have the same social worker where appropriate.</li> <li>• Work commenced with Cardiff Third Sector Community (C3SC) to undertake the offer from third sector in each locality area.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>• East and South locality teams linked with ward areas to improve working links with partner agencies including schools, GPs, health visitors and communities.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>• Every ward, school and GP practice relating to the East and South localities has an established relationship with a named Team Manager as a point with Children's Services.</li> <li>• Team Managers have a developing knowledge of their local communities and understand the key issues in those areas so they can contribute to future planning.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Determine whether an <b>Integrated Edge of Care Service for Young People</b> (using the North Yorkshire Model) should be implemented in Cardiff to improve accessibility of services	April 2022	March 2023	Natasha Hilderley	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Cardiff accepted onto accredited pilot scheme for North Yorkshire model.</li> <li>Discovery review undertaken to understand the preparedness of Cardiff Children's Services for the commencement of the model.</li> <li>Governance structure established.</li> <li>Project plan and implementation timeline developed.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Accommodation requirements determined.</li> <li>Comms undertaken with partner agencies to ensure awareness of the model.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Workforce development needs to ensure engagement with North Yorkshire model understood.</li> <li>Support service requirements within the residential hubs understood.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Impact of using the North Yorkshire model on the young people involved to date assessed.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Embed the <b>Quality Assurance Framework</b> in Children's Services case management teams to improve quality of practice and outcomes across Children's Services by March 2023.	April 2020	March 2023	Natasha Hilderley / Jade Harrison  Jo Stroud	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Review of progress with implementation of audit cycle undertaken.</li> <li>Revised programme of case auditing and dip sampling in place to monitor the quality of work across the service (practice standards / management oversight audits to be completed whilst the contingency model is in place).</li> <li>Increased feedback available as part of the audit process (via thematic audits).</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Sufficient scrutiny in place to close the loop on the completion of actions from quality assurance audits that are undertaken.</li> <li>Action plans in place to address thematic audit findings – plans are reviewed and practice reassessed and monitored via CMT.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Continuous learning and development culture embedded by ensuring all learning is incorporated within all team meetings and other communication platforms (e.g. Team Meeting action plans, QA workshops, newsletters) to ensure we are closing the loop.</li> <li>Direct work / good practice guidance resource bank developed to improve the learning and development for practitioners undertaking direct work with children.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

					<p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>• Observation of practice undertaken with support and challenge to embed improvements (direct observations / meetings).</li> <li>• Processes to test the quality of our work with a child and their family and to draw out key learning and any areas for improvement introduced across the service.</li> </ul>	
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Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Work with partners during the year to commence the implementation of <b>trauma informed practice</b> approach to the work that we do. (Adverse Childhood Experiences)	April 2022	March 2023	Natasha Hilderley	<p style="text-align: center;"><b>Q1</b></p> <ul style="list-style-type: none"> <li>• Organisational values that will help us to embed trauma informed practice identified.</li> <li>• Services matched against identified values to establish baseline.</li> </ul> <p style="text-align: center;"><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Key priorities for implementation of trauma informed approach set out.</li> <li>• Staff trained and upskilled in practical delivery of trauma informed practice.</li> </ul> <p style="text-align: center;"><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Knowledge of trauma informed practice throughout the workforce.</li> <li>• Reflective practice and team meetings are an integral part of practice.</li> </ul> <p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>• Redesign of services to support a trauma informed delivery model commenced.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Develop a <b>Participation Charter</b> by March 2023 to improve our partnership working with children, young people and parents.	April 2021	March 2023	<b>Matt Osborne / Jade Harrison</b>  <b>Leigh Vella</b>  <b>(Suki Bahara-Garrens)</b>	<p style="text-align: center;"><b>Q1</b></p> <ul style="list-style-type: none"> <li>Engagement undertaken with parents to find out their experiences of the Child Protection Conference and recommendations made for changes based on their feedback.</li> </ul> <p style="text-align: center;"><b>Q2</b></p> <ul style="list-style-type: none"> <li>Children's Services Participation Framework finalised and published showing what the current arrangements for the participation of young people, parents and carers and plans for the future.</li> <li>Training delivered to new members of the Corporate Parenting Advisory Committee showing the importance of young people's participation and children's rights.</li> </ul> <p style="text-align: center;"><b>Q3</b></p> <ul style="list-style-type: none"> <li>Engagement session held with members of the Bright Sparks Group and new members of the Corporate Parenting Advisory Committee for members to hear the direct experiences of young people.</li> </ul> <p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>New annual consultation survey developed to help gain an understanding of the experiences of children, young people and families on the support they have received from Children's Services.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.



Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	<p>Continue to develop and support the workforce by reducing permanent <b>vacancies</b> and implementing a recruitment and retention strategy during the year, including:</p> <ul style="list-style-type: none"> <li>Ensuring that social workers only do the activities that only social workers can do by bringing in additional non-social work qualified staff to complement the teams to have a <b>whole team approach</b> to managing the demand</li> <li>Embedding the <b>workforce development strategy</b>, focussed on mentoring and upskilling permanent and newly qualified staff to take on more complex cases and court cases.</li> </ul>	April 2020	March 2023	Natasha Hilderley / Nick Blake	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Clear framework in place setting out what qualifications, support and training are required for each role.</li> <li>Practice leads embedded in development of workforce – delivering learning support and training plan.</li> <li>Effectiveness of engagement with Community Care in supporting the recruitment reviewed.</li> <li>New training and workforce structure in place.</li> <li>Review of options available to improve social worker pay and conditions commenced.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Comms produced in support of staff retention and recruitment – highlighting the innovative practice we are taking forward (e.g. Family Drug and Alcohol Court (FDAC) pilot, Interventions Hub and Safeguarding Adolescents from Exploitation (SAFE) project.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Existing skills set and training needs of Children’s Services workforce clearly understood.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Benefits of Practice Lead role in mentoring and supporting staff understood.</li> <li>Confidence of workforce in managing complex cases increased.</li> </ul>	To build an inclusive and representative organisation.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Implement <b>Eclipse</b> as the CareFirst replacement system by March 2023.	April 2020	March 2023	Nick Blake Richard Lewis	<p style="text-align: center;"><b>Q1</b></p> <ul style="list-style-type: none"> <li>Key milestones in Eclipse project plan met.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
					<p style="text-align: center;"><b>Q2</b></p> <ul style="list-style-type: none"> <li>Key milestones in Eclipse project plan met.</li> </ul>	
					<p style="text-align: center;"><b>Q3</b></p> <ul style="list-style-type: none"> <li>Key milestones in Eclipse project plan met.</li> </ul>	
					<p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>Key milestones in Eclipse project plan met.</li> </ul>	

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Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Revise the Delivering Excellence in <b>Children's Services Strategy</b> to set the direction for the service from 2022-25.	April 2022	March 2023	Deborah Driffield Nick Blake	<p style="text-align: center;"><b>Q1</b></p> <ul style="list-style-type: none"> <li>Timeline for review of strategy developed, including arrangements for participation of children, families, staff, partners and members.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
					<p style="text-align: center;"><b>Q2</b></p> <ul style="list-style-type: none"> <li>Participation activity commenced.</li> <li>Outcome of systems review considered and fed into draft strategy.</li> </ul>	
					<p style="text-align: center;"><b>Q3</b></p> <ul style="list-style-type: none"> <li>Strategy agreed and implementation commenced.</li> <li>Launch of strategy communicated to increase awareness.</li> </ul>	
					<p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>Strategy used as the basis for directorate and budget planning for 2023-24.</li> </ul>	

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Develop <b>accommodation and assets</b> during the year to ensure that they provide optimum support to service provision.	April 2022	March 2023	Nick Blake	<p style="text-align: center;"><b>Q1</b></p> <ul style="list-style-type: none"> <li>Asset registers collated and made available to the Children's Management Team.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
					<p style="text-align: center;"><b>Q2</b></p> <ul style="list-style-type: none"> <li>Accommodation plan developed for the Directorate as part of the development of the Integrated Edge of Care Service, the locality working model and Child Health and Disability Service.</li> </ul>	
					<p style="text-align: center;"><b>Q3</b></p> <ul style="list-style-type: none"> <li>Asset registers updated and made available to the Children's Management Team.</li> <li>Key milestones in Accommodation Plan met.</li> </ul>	
					<p style="text-align: center;"><b>Q4</b></p> <ul style="list-style-type: none"> <li>Key milestones in Accommodation Plan met.</li> </ul>	

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Development of <b>data sharing</b> of Council and partner data to safeguard and improve outcomes for children and young people.	April 2022	March 2023	Nick Blake	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Work undertaken with partners in Health to resolve issues in relation to automation of notifications of starts of being looked after.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
					<p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Discussions undertaken with Health around key members of staff in Children's Services being provided with access to Paris.</li> <li>Draft model of the Single View of the Child agreed with Education.</li> </ul>	
					<p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Data Sharing Plan developed with partners.</li> </ul>	
					<p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Key milestones in Data Sharing Plan met.</li> </ul>	

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Respond to the recommendations of the Race Equality Taskforce to <b>improve race equality in Cardiff.</b>	<b>April 2022</b>	<b>March 2023</b>	<b>Suki Bahara-Garrens / Nick Blake</b>	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>• Equalities data collated and analysed to inform decision making going forward.</li> <li>• Directorate training requirements in relation to cultural awareness agreed.</li> <li>• Key issues to be addressed by Children's Services identified and action plan developed, including: <ul style="list-style-type: none"> <li>○ Workforce</li> <li>○ Participation</li> <li>○ Youth Justice Service</li> <li>○ Service provision (e.g. foster carers).</li> </ul> </li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Key milestones in Equalities Action Plan met.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Key milestones in Equalities Action Plan met.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>• Key milestones in Equalities Action Plan met.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Ensure <b>Health &amp; Safety</b> of staff, including implementation of a lone working system.	April 2022	March 2023	Nick Blake	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Regular reports from Alert available to inform targeted briefing / awareness raising.</li> <li>Lone working device piloted in high risk areas (Family Support and Youth Justice Service staff).</li> <li>Awareness raising undertaken re: requirement / mechanisms for reporting incidents and accidents.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Awareness raising undertaken re: requirement / mechanisms for reporting incidents and accidents ongoing.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Lone working device piloted in medium risk areas.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Reporting of incidents and accidents improved.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
DDP	Improve arrangements for budget monitoring and <b>financial modelling</b> during the year.	April 2022	March 2023	Nick Blake	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Relevant recommendations from Systems Review considered.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
					<p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Additional resource created in performance team to support financial modelling work.</li> </ul>	
					<p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Costings for basis of financial modelling work agreed.</li> </ul>	
					<p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Financial modelling work linked with performance information to improve understanding of costs of service provision.</li> </ul>	

Ref	Key Performance Indicators <i>(outcome based where possible)</i>	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The number of young people in receipt of a prevention service from the Youth Justice Service during the year.	New for 2022/23	New for 2022/23	New for 2022/23	Baseline year	Angharad Thomas
CP	The number of first time entrants into the Youth Justice System	104	49	31	70	Angharad Thomas
CP	The percentage of children re-offending within six months of their previous offence	32.0%	22.9%	23.1% to December 2021	40%	Angharad Thomas
CP	The percentage of Children's Services social work posts filled by agency staff (percentage of social worker vacancies)	34.4%	28.8%	23.9%	18%	Nick Blake / Natasha Hilderley

## Journey Stage: Cross Cutting

Wellbeing Objective 4: Safe, confident and empowered communities

Ref	Steps	Start Date	End Date	Responsible Officer*	Key Milestones during 2021/22	Link to Equality Objective
CP	Undertake a <b>review of commissioned services</b> , during the year to ensure that contract monitoring arrangements are in place and re-tendering processes are timetabled based on contract end dates	April 2021	March 2023	Kate Hustler  Marie Reid	<p><b>Q1</b></p> <ul style="list-style-type: none"> <li>Recruitment to new Commissioning structure commenced.</li> <li>Review process commenced for all contracts ending in the current financial year.</li> <li>Development of data dashboards commenced.</li> </ul> <p><b>Q2</b></p> <ul style="list-style-type: none"> <li>Specification documents for all contracts for tender approved.</li> <li>Exit strategies / project plans in place for all contracts / services ending or returning to in house.</li> <li>Tender processes commenced.</li> <li>Development of data dashboards ongoing.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>Tender and evaluation processes commenced and underway for all contracts being tendered.</li> <li>Contract monitoring activity formalised and Quality Assurance processes in place.</li> <li>Project groups in place for exit strategies and commissioning project plans.</li> <li>Development of data dashboards ongoing.</li> </ul> <p><b>Q4</b></p> <ul style="list-style-type: none"> <li>Implementation of new providers / mobilisation of services in line with updated specifications.</li> <li>Monitoring activity commenced.</li> <li>Contract monitoring schedule and forward planning completed.</li> <li>Data dashboards in place for all commissioned services alongside overarching summary dashboard.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.



Ref	Key Performance Indicators <i>(outcome based where possible)</i>	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner

## 5. Key Indicators of Corporate Health

The following suite of Corporate KPIs have been identified as important measures of organisational performance, and each Directorate is responsible for their own performance in relation to these. A summary of performance by directorate is included below (where data is available historically) and the **Corporate Position** follows on to provide context.

### Children's Services

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target
Citizen Satisfaction					
CHI 1	Number / percentage of complaints responded to on time	146	140	TBC	N/A
CHI 2	The number of working days / shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence (Corporate Plan)	18.23	12.88	15.01	14.10
CHI 3	% Sickness absence short-term	18%	18%	25%	N/A
CHI 4	% Sickness absence long-term	82%	82%	75%	N/A
CHI 5	% staff that have completed a Personal Review (excluding school staff)	N/A	56%	TBC	100%
CHI 6	% staff completing mandatory training modules (in Corporate Plan): Dementia Friendly	N/A	17%	20%	85%
CHI 7	% staff completing mandatory training modules (in Corporate Plan): Violence Against Women	N/A	72%	63.5%	85%
CHI 8	% Council staff completing autism awareness training	N/A	N/A	N/A	85%
CHI 9	% staff completing training modules: Welsh language e-learning module	N/A	5%	TBC	N/A
CHI 10	% staff attending beginners Welsh course	TBC	TBC	TBC	N/A
CHI 11	% staff completing mandatory training modules (in Corporate Plan): Corporate Safeguarding	N/A	70%	61.8%	85%
CHI 12	Number of referrals from directorates into Children's Services	391 *	655 *	755 *	N/A
CHI 13	Number of referrals from directorates into Adult Services	166 *	73 *	56 *	N/A
CHI 14	Number of Professional Concerns reported into Children's Services	159 *	149 *	17 *	N/A
CHI 15	Number of Professional Concerns reported into Adult Services	TBC	TBC	TBC	N/A
CHI 16	% Welsh Speakers	N/A	16.27%	18.72%	N/A
CHI 17	Gender Balance	N/A	F - 81% M - 19%	F - 78% M - 22%	N/A
CHI 18	BME representation	N/A	8.66%	10%	N/A
CHI 19	Total Agency Spend	N/A	N/A	N/A	N/A

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target
CHI 20	Number of apprenticeships and trainee opportunities	N/A	N/A	1	N/A
CHI 21	% staff / devices enabled for agile and mobile working	N/A	N/A	N/A	
CHI 22	% overall spend with Cardiff-based organisation	69.50% *	70.30% *	69.26% *	N/A
CHI 23	% overall spend with Cardiff Capital Region-based organisations	10% *	10% *	10% *	N/A
CHI 24	% overall spend with Welsh-based organisations	5.30% *	5.10% *	5.62% *	N/A
CHI 25	% new contracts which include social value commitments	N/A	N/A	TBC	N/A
CHI 26	Contract compliance				
	On contract	N/A	N/A	79.64% *	N/A
	Managed	N/A	N/A	2.8% *	N/A
	Spot	N/A	N/A	15.03% *	N/A
	No – Spend where no contract aware report	N/A	N/A	2.32% *	N/A
	NPA – No Prior Agreement	N/A	N/A	0.08% *	N/A
	Off – Off Contract Spend	N/A	N/A	0.16% *	N/A
CHI 27	Direct Awards	N/A	27 *	23 *	N/A
CHI 28	% statutory compliance for building maintenance for the 4 high risk disciplines (Fire Safety, Legionella, Gas and Electrical Safety) across all Council premises	77% *	N/A	81% *	80%
CHI 29	Workplace accidents and incidents	TBC	TBC	TBC	N/A
CHI 30	% Freedom of Information Requests & Environmental Information Regulation Requests responded to within the statutory timescales	N/A	80.18% *	94.05%	85%
CHI 31	% Individual Rights Requests responded to within the statutory timescales (Formerly Data Protection Requests)	N/A	93.33% *	94.12%	85%
CHI 32	Number of data breaches	N/A	75	41	N/A

## Corporate (Council Wide) Position




Ref	Key Performance Indicators (outcome based where possible)	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target
Citizen Satisfaction					
CHI 1	Number / Percentage of complaints responded to on time	3,086	2,741	TBC	N/A
Workforce – Sickness Absence					
CHI 2	Number of working days / shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence (Corporate Plan)	11.77	8.60	12.65	9.5
CHI 3	% Sickness absence short-term	31%	22%	38%	N/A
CHI 4	% Sickness absence long-term	69%	78%	62%	N/A
Workforce – Training and Development					
CHI 5	% staff that have completed a Personal Review (excluding school staff)	94%	94%	TBC	100%
CHI 6	% staff completing mandatory training modules (in Corporate Plan): Dementia Friendly	30%	52%	42.20%	85%
CHI 7	% staff completing mandatory training modules (in Corporate Plan): Violence Against Women	62%	70%	51%	85%
CHI 8	% Council staff completing autism awareness training	N/A	N/A	N/A	85%
CHI 9	% staff completing training modules: Welsh language e-learning module	N/A	6.40%	TBC	N/A
CHI 10	% staff attending beginners Welsh course (as a percentage of numbers of total Welsh courses attended)	32.78% (51)	40.71% (68)	TBC	N/A
Corporate Safeguarding					
CHI 11	% staff completing mandatory training modules (in Corporate Plan): Corporate Safeguarding	71%	77%	65.29%	85%
CHI 12	Number of referrals from directorates into Children's Services	989	1,171	TBC	N/A
CHI 13	Number of referrals from directorates into Adult Services	317	99	119	N/A
CHI 14	Number of Professional Concerns reported into Children's Services	TBC	TBC	TBC	N/A
CHI 15	Number of Professional Concerns reported into Adult Services	129	TBC	TBC	N/A
Workforce – Composition					
CHI 16	% of Welsh Speakers		9.18%	9.75%	N/A
CHI 17	Gender Balance		F – 68.94% M – 30.89%	F – 69.96% M – 30.04%	N/A
CHI 18	BME representation	6.76%	7.23%	7.88%	N/A
CHI 19	Total Agency Spend				N/A
CHI 20	Number of apprenticeships and trainee opportunities	152	119	183	150
Digital					
CHI 21	% staff / devices enabled for agile and mobile working	45.21%	64.08%	69.86%	67%
Finance & Procurement					


Ref	Key Performance Indicators (outcome based where possible)	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target
CHI 22	% overall spend with Cardiff-based organisation	51%	50.40%	48.23%	52%
CHI 23	% overall spend with Cardiff Capital Region-based organisations	14.20%	18.20%	17.24%	66%
CHI 24	% overall spend with Welsh-based organisations	4.90%	3.80%	4.28%	70%
CHI 25	% new contracts which include social value commitments	N/A	N/A	4.70%	
CHI 26	Contract compliance				
	On contract	N/A	N/A	75.13%	N/A
	Managed	N/A	N/A	8.52%	N/A
	Spot	N/A	N/A	6.15%	N/A
	No – Spend where no contract aware report	N/A	N/A	7.44%	N/A
	NPA – No Prior Agreement	N/A	N/A	0.51%	N/A
	Off – Off Contract Spend	N/A	N/A	2.09%	N/A
CHI 27	Direct Awards	N/A	228	223	N/A
<b>Health &amp; Safety</b>					
CHI 28	% statutory compliance for building maintenance for the 4 high risk disciplines (Fire Safety, Legionella, Gas and Electrical Safety) across all Council premises	73.5%	N/A	81%	80%
CHI 29	Workplace accidents and incidents			TBC	N/A
<b>Information Governance</b>					
CHI 30	% Freedom of Information Requests & Environmental Information Regulation Requests responded to within the statutory timescales	85.04%	81.84%	93.3%	85%
CHI 31	% Individual Rights Requests responded to within the statutory timescales (Formerly Data Protection Requests)	83.6%	93.63%	95.77%	85%
CHI 32	Number of data breaches	323	277	348	N/A

## 6. Directorate Risk

The Directorate must ensure that it has arrangements in place for managing directorate risks and any corporate risks which relate to that Directorate. *Directorate to include link to their Risk Register.*

*Where a risk has been assessed and designated as red or red amber, the directorate response will be set out below.*

Description of Risk	Inherent Risk	Residual Risk	Action	Lead Officer
Failure to effectively manage demand and respond to increasing demand due to COVID-19 resulting in increase in number of children requiring services and the financial pressures this presents.	B1	B1	Please refer to Inc Demand (Children's Svcs) tab in:  22.04.12 Risk Register Update - Q4.	Deborah Driffield
Systemic failure in the effectiveness of the Council's safeguarding arrangements together with other statutory safeguarding partners.	B1	D1	Please refer to Safeguarding tab in:  22.04.12 Risk Register Update - Q4.	Deborah Driffield
Cardiff does not attract the required quality and quantity of social workers. There are high numbers of agency workers in Children's Services.	A1	B1	Please refer to Escalated Directorate Risks tab in:  22.04.12 Risk Register Update - Q4.	Natasha Hilderley / Nick Blake
Increase in claims for compensation via courts to the Officer Solicitor as a result of failure to remove	B2	B2		Natasha Hilderley
Placement breakdown and sufficiency for children looked after	A1	B2		Sarah Skuse
Social Services do not achieve desired outcomes or meet assessed need sufficiently for care leavers due to lack of placement	B2	B2		Rebekha Flynn

sufficiency, including Young Person's Housing Gateway provision				
For other risks, please refer to Children's Services Directorate Risk Register.			<p>Please refer to DRR – Revised tab in:</p>  <p>22.04.12 Risk Register Update - Q4.</p>	Deborah Driffield

## 7. Audit Recommendations

### *External Audit Recommendations*

Directorates must ensure that they respond to any and all Audit Recommendations from external Auditors, including WAO, Estyn, CIW. To view the audit tracker, please select the following [Link](#). You will be able to search and view any audit recommendations relevant to your directorate.


***Any recommendations which are statutory recommendations are set out below.***

Name of Audit	Audit Recommendations	Action	Lead Officer
HMIP Inspection of Youth Justice Service	Please see tracker		
CIW Inspection	Please see tracker		

### *Internal Audit Recommendations*

Directorates must ensure that they respond to any and all Audit Recommendations from internal Auditors

***Any recommendations which are statutory recommendations are set out below.***

Name of Audit	Audit Recommendations	Action	Lead Officer
Please see summary of open recommendations	 22.04.27 Open Recommendations - C		



## 8. Scrutiny Recommendations

Directorates must ensure that they respond in a timely manner to the recommendations arising from any Scrutiny Task and Finish Report and any Strategic Recommendations included within Scrutiny letters which have been either accepted or partially accepted by the Cabinet. To view the scrutiny recommendations tracker please select the following [link](#). You will be able to search and view any scrutiny recommendations relevant to your directorate.

*Any scrutiny recommendations which are outstanding are set out below:*


Name of Scrutiny Committee / Task & Finish Report	Scrutiny Recommendations	Action	Timescale for Completion	Lead Officer
Please see tracker				

## 9. Workforce Planning & Development

Workforce Planning helps the Council identify the capacity and capability it needs within the workforce to effectively deliver services

A mandatory workforce planning process forms part of the corporate planning cycle and must be completed to inform the development of the Directorate Delivery Plan. It is aligned with the Council's business and financial plans to ensure that the Council has the right people with the right skills in the right place at the right time and at the right cost.

Any actions identified as part of the workforce planning exercise should be included below. Detailed guidance is available on the Council's [intranet](#).

Workforce Planning Actions	Lead Officer	Action Date
Please refer to Workforce Action Plan.  22.01.04 Workforce Development and Rec	Natasha Hilderley / Nick Blake	


## 10. Corporate Safeguarding Requirements

Safeguarding is keeping children and adults at risk safe from abuse- whether it is sexual, physical, emotional, financial or neglect - and other kinds of harm, such as exploitation and radicalisation.

All Directorates are responsible for safeguarding and must therefore ensure that:

- The Corporate Safeguarding Self Evaluations (CSSE) is completed annually for each Directorate. The self-evaluation process and guidance on how to complete it can be found in Appendix 5 of the Corporate Safeguarding Policy [Corporate Safeguarding Information \(sharepoint.com\)](#)
- When it is determined that a specific Service Area must complete the Corporate Safeguarding Self Evaluations (CSSE), a nominated lead must be identified and that the evaluation is completed annually.
- Safeguarding operational procedures are in place and that these support the development of safeguarding practices.

***Any actions arising from the Directorate (and Service Area) annual Corporate Safeguarding Self Evaluations (CSSE) for this financial year are set out below:***

Corporate Safeguarding Actions identified as part of the Directorate Corporate Safeguarding Self Evaluations	Lead Officer	Timescale for Completion
Please refer to Directorate Corporate Safeguarding Self Evaluation action plan.	Rebekha Flynn	
 22.04.25 CSSE Action Plan - CS.docx		

## 10. Delivering the Welsh Language Standards

Each Directorate must ensure compliance with the [Welsh language standards](#), the commitments of the [Welsh Language Skills Strategy](#) and any issues raised by the Welsh Language Commissioner. Each directorate will therefore ensure that:

- Any recommendations or improvement plan actions issued by the Welsh Language Commissioner are responded to within the agreed timescales.
- Every Customer Facing posts must be Welsh Desirable.
- All service areas have an appropriate compliment of Welsh Speakers to guarantee a service in Welsh.
- Undertake an Annual Welsh Language Assessment.

**Any Recommendations or Improvement Plan Actions issued by the Welsh Language Commissioner relating to the Directorate are set out below:**

Recommendations or Improvement Plan Actions issued by the Welsh Language Commissioner	Management Response	Timescale for Completion
City of Cardiff Council must ensure that it has robust procedures in place so that it responds in Welsh to Welsh language correspondence received in relation to freedom of information requests.	Staff managing FOI requests to be made aware of timeframe and KPI for the translations service to ensure that delays are not caused by waiting for translation services to provide support.	
City of Cardiff Council must ensure that submitting a freedom of information request in Welsh does not lead to a delay on the part of those making the request and that the Welsh language is treated no less favourably than the English language when dealing with requests.	See above.	
Cardiff Council must ensure that when it advertises its telephone numbers, helplines or contact centre services the correct telephone number for the Welsh service must be recorded on each of its documents or adverts.	Incoming calls mostly provide option for discussion in Welsh or English. Where a separate number is available, this should be checked regularly.	
Cardiff City Council must take steps to remind or raise awareness of staff who are: <ol style="list-style-type: none"> <li>responsible for producing and publishing documents such as agendas and minutes of management board or cabinet meetings, and/or meetings open to the public,</li> <li>responsible for monitoring and updating content on the Council's web pages, in relation to management board or cabinet meetings, and/or meetings open to the public of the guidance and arrangements in place in relation to producing and publishing text for Cardiff City Council's website or agendas, minutes and papers in relation to management board or cabinet meetings, and/or meetings open to the public.</li> </ol>	All external correspondence on the website such as meetings are available in Welsh. Continue to ensure this is published jointly. All staff to be regularly reminded of the importance of providing this information in both formats	
Cardiff City Council must put measures in place to ensure robust administrative processes are in place within the Council to ensure that the Welsh language is treated no less favourably than the	As above.	

Recommendations or Improvement Plan Actions issued by the Welsh Language Commissioner	Management Response	Timescale for Completion
English language in producing and publishing web page text, agendas, minutes and papers in relation to management board or cabinet meetings, and/or meetings open to the public.		
Cardiff Council must conduct a review of its arrangements for producing documents and notices ensuring that it does not treat a Welsh language version less favourably than an English language version.	Resource to be identified to conduct regular reviews (quarterly / 6 monthly) to ensure this is being adhered to and failure to adhere to timescales to be identified and rectified.	
Cardiff Council must ensure that when it advertises its telephone numbers, helplines or contact centre services the correct telephone number for the Welsh service must be recorded on each of its documents or adverts.	Incoming calls mostly provide option for discussion in Welsh or English. Where a separate number is available, this should be checked regularly. Annual check carried out regarding Welsh Language telephone lines. Ensure list of Welsh Speaking staff is kept up to date.	
Cardiff Council must ensure that its contracts with third parties includes clear clauses that commit the third party to comply with the requirements of the Welsh language standards when delivering contact services to the public.	All contracts, Service Level Agreements and grant processes involving third party suppliers are checked and confirmed by the Council's Legal Services to ensure all appropriate Welsh language requirements have been identified and included and this is then communicated to any potential third party supplier. Contracts / Legal teams to continue to check these on all contracts coming in and going out with 3rd parties. Where this is missing the contracts is to be amended or returned for discussion.	
Cardiff Council must provide advice and guidance to staff on how to ensure that third parties that operate on its behalf comply with the Welsh language standards, this advice should give direction on how to include relevant clauses in contracts, considering the Commissioners advice document when doing so.	Performance monitoring framework for Domiciliary Care set up to review their Welsh language requirements. Training offered to all staff regarding the Welsh language offer.	
City of Cardiff Council must ensure that it has robust procedures in place so that it responds in Welsh to Welsh language correspondence received in relation to freedom of information requests.	Staff managing the correspondence to be made aware of timeframe and KPI for the translations service to ensure that delays are not caused by waiting for translation services to provide support.	
City of Cardiff Council must ensure that submitting a freedom of information request in Welsh does not lead to a delay on the part of those making the request and that the Welsh language is treated no less favourably than English when dealing with requests.	As above.	
Core Brief article to remind all staff that Welsh correspondence should have the Welsh version of the address and bilingual correspondence should have addresses in 2 months (18/11/2018)03/30 both Welsh and English.	Information Governance Group has been working on this and Social Services have fed information into it.	
Ensure that new tenders for IT software used to generate letters or bills considers the requirement to include an option for the systems to display both the Welsh and English version of household addresses.	This will be part of the performance framework.	

<b>Recommendations or Improvement Plan Actions issued by the Welsh Language Commissioner</b>	<b>Management Response</b>	<b>Timescale for Completion</b>
When an individual's language choice is known, the Council will ensure that the address corresponds to an individual's language choice (Welsh / English).	Information available on CareFirst to ensure staff are aware regarding preferred language. Assistance from translation services to be considered with all correspondence. Support from Welsh speaking staff to be considered and list of staff to be kept up to date.	

# Adults, Housing & Communities Directorate Delivery Plan 2022/2023

Appendix 4



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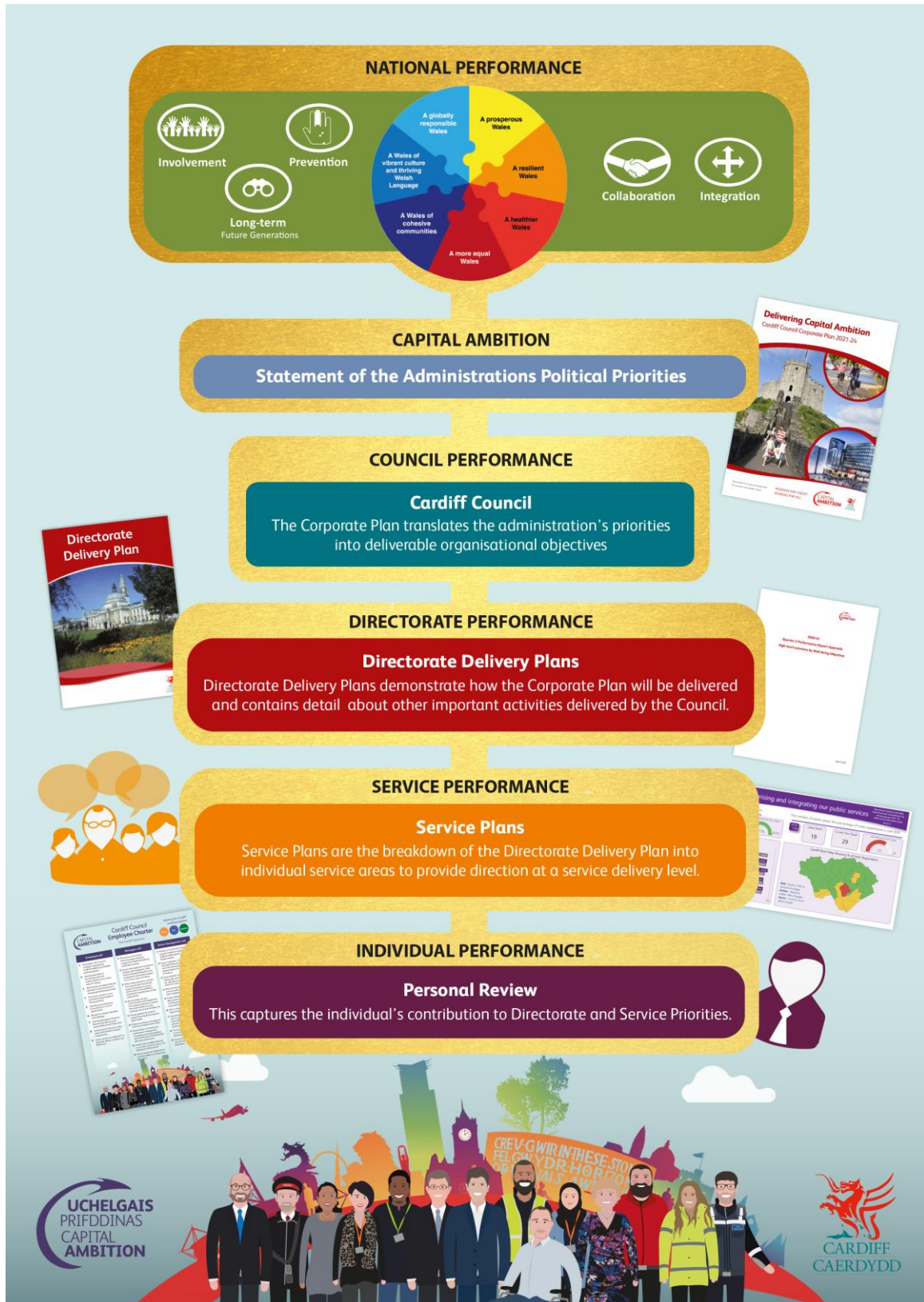
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# 1. Introduction

## Golden Thread



- 1.1 The Council's Corporate Plan sets out how the Administrations Priorities for Cardiff will be achieved, providing clarity on what will be delivered and by when. The plan also satisfies the requirements of the Well-Being of Future Generations Act, by setting Well-being Objectives, the steps we will take to achieve them and how we will measure our progress.

The Council has adopted seven well-being objectives which, by working towards their achievement, will ensure the delivery of Capital Ambition. These are:

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A capital city that works for Wales
- Cardiff grows in a resilient way
- Modernising and integrating our public services

For each well-being objective, a number of high level "steps" and performance indicators have been identified to measure progress.

Directorates across the Council play a critical role in enabling the Council to achieve its priorities and Directorate Delivery Plans (DDP) which set out actions, milestones and key performance indicators are the key vehicle for this. Directorates are responsible for identifying the Well-Being objectives and associated steps to which they contribute, and for developing milestones which state the actions they will take. Key performance indicators must also be identified to measure progress, alongside any risks, auditor recommendations which must be managed and responded to. DDPs must be written within the context of good resource management, for example, workforce development and financial management and must include an assessment of progress and challenges to identify appropriate priorities

### The Golden Thread

**Capital Ambition:** Sets out the political priorities of the Council's Administration

**The Corporate Plan:** Sets out how Capital Ambition will be translated into deliverable organisational steps, including milestones and targets.

**The Local Well-Being Plan:** Sets out on how the Capital Ambition priorities which require collaboration with public service partners will be delivered.

**Directorate Delivery Plans (DDP):** Sets out the directorate's contribution towards delivering the Corporate Plan, as well as any other priorities which may include responding to any identified business needs, risks or audit recommendations

**Service Plans:** Where appropriate, the Directorate may choose to have service plans to support the DDP

**Personal Objectives:** Set to capture individual's objectives to help achieve the Service and Directorate objectives, which contribute overall to the aims and objectives of the Council.

**Well-being Objective:** Sets out what the Council wants to achieve

**Steps:** What the Council will do, and by when, to help achieve each Well-being Objective

**Key Performance Indicators (KPIs):** Indicators of operational performance that indicate if the steps the Council are taking are effective

**Target:** Sets out a numerical value on Key Performance Indicators to be achieved

## 2. Directorate Profile

**The Adults Housing & Communities** directorate provides a wide range of services to those who live or work in Cardiff or who visit the city. Often these services are for the most vulnerable in Cardiff, whose needs can only be effectively met through joined-up delivery of services, both with other council departments and our partners.

### **Adult Social Services**

The Service currently supports over **4,500** citizens with care and support needs across Cardiff, enabling and supporting them to live the life they choose. The operating model is a strengths-based approach, finding different ways to support people to meet their individual goals. The directorate works with wider council services and other partners to prevent individuals experiencing loneliness and isolation and to provide services that support the wellbeing of individuals and their carers.

**The Older People and Physical Disabilities Service** offers a service to those over 18 years old with impairments in Cardiff. Social workers provide assessments, guidance and support to meet the needs of the individual. These services include:

- **First Point of Contact /Adult Assessment social work** team for citizens in the community and hospital based social work teams in Cardiff's acute hospitals.
- **Case Management Team** for those with complex needs. Cases that are post assessment require ongoing social work intervention are supported in the Case Management Team until all the required work is completed.
- Cases that have appropriate care and support in place and are settled are placed with the **Review Team**.
- The **Community Duty Team** can be contacted by any service user for assistance and support, for example to request a change in care plan or respite care arrangements.

**The Independent Living Service** works closely with the social work teams, the third sector, Health services and community groups co-producing outcomes that matter to the citizens of Cardiff. A wide range of support is provided to help people to live independently in their own homes, reduce hospital admissions, and speed up discharge. The **First Point of Contact team** provides support both in the community and in the hospital. Other services include the **Occupational Therapy Service, Disabled Adaptations** and the **Joint Equipment Service** all provide support to help older people and those with disabilities to stay independent at home.

The **Community Resource Team Homecare Service** is also part of Independent Living Services. CRT is a joint service provided by Cardiff Council and Cardiff and Vale University health board and aims to support adults, through therapy and/ or home care, to recover or maintain their ability to live independently at home. The Council's CRT Homecare service provides domiciliary and reablement support.

**Mental Health Services** provide support to adults experiencing a variety of mental health issues. Services work across Cardiff and the Vale, often in partnership and include:

- **Community Mental Health Teams** - partnership arrangement between Cardiff Council and Cardiff and Vale University Local Health Board (CAVUHB).
- **Mental Health Services for Older People** - regional partnership between Cardiff Council, CAVUHB and the Vale of Glamorgan Council.
- **The Emergency Duty Team** is a regional partnership between Cardiff and Vale of Glamorgan Councils providing out of hours social services cover.
- **The Deprivation of Liberty Safeguards Team** is a partnership arrangement between Cardiff Council, CAVUHB and the Vale of Glamorgan Council supporting the rights of those whose capacity is impaired.
- **The Forensic Team** supports individuals who have a significant offending history.
- **The Neuropsychiatry Team** supports those with acquired brain injury and ongoing social care needs.
- **Cardiff Alcohol and Drugs Team** is a specialist service for those with substance misuse issues.
- **The Approved Mental Health Professionals** within the service ensure that the local authority is able to fulfil its statutory responsibilities.
- **Ty Canna Day Services**, providing day opportunities for people with a history of mental health issues.

**The Learning Disability Teams** provide social work advice, information and support services to adults with learning disabilities and their carers, working closely with wider multi-disciplinary teams to support ongoing complex needs. **The Supported Living Team** monitor the supported living houses for people with a learning disability to ensure high quality care and support. There are **112** supported houses and **313** tenants across the city. **The Complex Needs Day Services** offer daytime support to individuals with learning disabilities offering the opportunity to access social activities and care and support

**The Adult Safeguarding Team** ensure that vulnerable Adults in Cardiff are protected from experiencing harm and abuse.

### Strategy, Performance & Resources

- **Commissioning & Contract Monitoring Team** provide procurement and contract monitoring / quality assurance of all commissioned Adult Services contracts and supports service development and redesign.
- **Business Systems and Transformations Teams** - provide administrative, financial, quality assurance, policy and performance management support across all of Adult Services and Health & Safety and Management Support across Adults and Children's Services.

- **Workforce Training & Development Team** –provides training for the internal Social Services workforce and the wider social care workforce in Cardiff, including Social Work professional development and training, in-house and commissioned training, data collection for workforce planning and performance reporting.

**The Internal supported Living Service** provides a service 24 hours a day, 7 days a week, 365 days a year. The service supports individuals with learning disabilities to maximise their independence and to live in their own homes in the community, linking in to other services where required (e.g. primary health care, specialised learning disability health teams).

### **Community Services**

**Face to Face** housing advice and support is available through the **Community Hubs** that are located across the City. Our Hubs provide housing, benefit and general council services advice, library services, public access to computers and tablets as well as services from offered from our partner organisations. Our Hubs and Libraries provide a comprehensive range of library and wellbeing services which aim to improve the lives of Cardiff citizens through the delivery of reading, information, health, digital, cultural and children's learning opportunities, together with a wide range of social activities across the city.

**Older Persons Day Centres** provide much needed services in the community for older people with high care and support needs. Activities delivered in the centres have a positive impact on the health and wellbeing of older people. Day Centres provide a safe environment for older people to:

- Socialise and make new friends
- Reducing the impact of social isolation
- Provide an opportunity for respite for carers
- Freshly cooked hot meals
- Delivery of various wellbeing activities

The **Money Advice Team** provides assistance across the city to maximise income and help people out of poverty. They provide face to face help on a drop-in basis through our network of community Hubs and foodbank distribution centres. Partnership is key to this team, with close working alongside Citizens Advice, Cardiff Foodbank and third sector organisations crucial to ensure that all residents access the right help at the right time.

The **Advice Line** is the main contact for our city's residents who are need advice or support on a on a range of topics including benefits, grants discounts and school admissions. The team can also be contacted via e mail or web chat and can provide home visits to families with a disabled child or young person.

The **Housing Helpline** provides practical housing advice and support for customers who are, or are at risk of becoming, homeless. The team triage clients, assess their needs and create a casefile that can be tracked by multiple teams, before promptly referring them to the most appropriate help. This reduces the waiting time between the initial contact and them receiving practical support. Advice is also provided to customers who wish to join the Common Waiting List, book Housing Solutions Appointments and deal with all enquiries relating to their Housing Application.

Our **Housing Solutions Team** carry out face-to-face interviews across Community Hubs to people needing help with the Housing waiting list, home finder workshops, tailored advice for those who are, or are at risk of, homelessness and tenancy sign-up appointments.

To support those out of work or to upskill people into better paid and more sustainable work, a range of support and training is provided by **The Into Work Advice Service**. The Adult Learning team provide a range of learning opportunities across the city, with the Learning for Work programme focussing on those who are seeking employment. The **Into Work Advice Service** is accessed via a Gateway made up of job clubs across the city, through the Adviceline and dedicated website, webchat and social media channels. Bespoke help is provided from light touch to intensive one to one mentoring. **Cardiff Works** is the Local Authority's in house, temporary recruitment agency, and is part of the Into Work Advice Service. Roles available through Cardiff Works have recently expanded beyond administration roles and now include carers, cleaners and support worker roles. Roles available with Cardiff Works will continue to expand, helping people to secure temporary employment within the Council, which may then lead to permanent employment. The Cardiff Works ready team provide training and mentoring to people in our communities who are looking for work in the Council. This helps our teams across the Council to be more representative of the communities we serve.

**The Benefit Assessment teams** help over **33,000** households in Cardiff to pay their rent or Council Tax through payment of Housing Benefit and the Council Tax Reduction Scheme. They also administer the Discretionary Housing Payment fund, and free school meals. The team are also responsible for paying other Welsh Government-led schemes including the School Uniform Grant, Self-Isolation Payment Scheme, The Winter Fuel Scheme and the Unpaid Carers Scheme.

The **Early Help Service** offers a programme of early intervention and prevention services for infants, children, young people and their caregivers in Cardiff. Services include, Cardiff Family Advice & Support, Flying Start, Cardiff Parenting, the Childcare Offer for Wales, the Index for children and young people with disabilities or additional needs, Childcare Business Support and the Early Help Workforce Development and Accredited Centre. Cardiff Family Advice & Support brings together a range of information, advice and assistance for families in Cardiff, through the development of a single point of entry. This clear, accessible referral route is for anyone who has well-being concerns about a child or wants to learn more about the support available for families.

### **Housing and Homelessness**

The **Housing Options Service** ensures that housing advice and assistance is readily available to all clients who need help with their

housing or are threatened with homelessness. The Homeless Prevention Team work with clients at risk of homelessness, assisting them to maintain their current accommodation or helping source alternative accommodation. They provide financial assistance such as bonds or rent in advance.

The **Accommodation & Support Team** support homeless clients into a wide range of temporary and supported accommodation. The Assessment Team assess cases under homeless legislation. The team co-ordinate specialist pathways such as those for people leaving prison, hospital and those suffering domestic abuse. Access to temporary and supported accommodation is controlled via three Accommodation and Support Gateways – the Single Person Gateway, the Family Gateway and the Young Persons Gateway. The service also has a dedicated Private Sector landlord team. This team supports landlords with any tenant issues and also seeks to find and support tenants into private rented accommodation.

The **Supported Accommodation and Assessment Service** provides hostel, supported accommodation and outreach support services for both homeless families and single people. The services for rough sleepers and homeless people with complex needs are co-ordinated through the **Multi - Disciplinary Outreach Team**. This team brings together a wide range of professionals from housing, social services, health and the third sector to address the underlying cause of rough sleeping and repeated homelessness. The service provides high quality hostel, supported accommodation, Housing First and other support services for the most vulnerable citizens. The new Assessment Centre is a base for these expanded services and provides access to a range of accommodation and support options.

Two residential sites for **Gypsies and Travellers** in Cardiff, Rover Way and Shirenewton are managed under the Supported Accommodation and Assessment Service. Together the sites have over 80 pitches. Both sites have an onsite housing office where residents can make contact with housing management and site maintenance staff. Community facilities exist on both sites.

The **Housing Service** manages **13,785** Council homes. Teams within the service provide a full range of management and maintenance services for council tenants including tenancy management and enforcement, including responding to anti-social behaviour, responsive and empty property repairs, and compliance with all safety requirements. Local Action Teams are improving neighbourhoods by working with residents and encouraging them to take pride in where they live. The teams bring together resources to provide a comprehensive estate management service.

We currently deliver **10 Community Living** schemes across the city for older people which help promote independent living as well as providing a diverse range of facilities and services for tenants. We are in the process of a refurbishment programme which is providing a modern and welcoming environment that has enhanced the resident experience and improved the community living feeling.

The **Building Improvement Team** control all planned works to properties, including re-cladding projects and ensure that the Welsh Housing Quality Standards are maintained across all stock.



Council housing is provided to those most in need. The **Allocations and Rehousing Unit** manages and maintains the joint Cardiff Housing Waiting List and oversees the joint Allocation Policy in partnership with Registered Social Landlords in the city.

**The Partnership Team** manages a range of grant funding including the **Housing Support programme Grant** which funds housing-related support to vulnerable clients in a variety of settings, with the aim of maximising independence. Services are provided in house and by a range of partner support providers who are monitored to ensure the services provided are of a high quality. **Gender Specific Services** raise awareness about all forms of violence against women, domestic abuse and sexual violence (VAWDASV) to staff and the public and to ensure the availability of gendered services to meet specific needs.

**The Development and Regeneration** team is responsible for the delivery of new homes and sustainable communities, new community facilities, supported and specialist accommodation and local regeneration schemes. The team endeavours to maximise the delivery of affordable housing across the city through its own programmes and also in partnership with Welsh Government and Housing Associations.

The team invest significantly in local communities and local facilities and are working to ensure that local regeneration and investment is delivered where it is most needed to help recover from the pandemic, promote local facilities and to ensure that local communities are resilient and sustainable in the longer-term. The team are striving to meet the objectives of the **One Planet Cardiff** strategy by delivering low carbon buildings that are sustainable, well designed and harness renewable technology.

### 3. Progress, Challenges and Priorities for 2022/23

The Adults, Housing & Communities Directorate faced unprecedented challenges throughout 2021/22 due to the ongoing Covid-19 pandemic, a surge in demand and problems recruiting and retaining staff both for our internal services and also for our commissioned services and partners.

The pandemic continues to impact Adult Services and influence the way that we work. The learning from the pandemic has resulted in some positive changes and these continue:

- Hybrid working for staff teams where appropriate
- Provision of both digital and face to face activities for service users to reduce social isolation
- Improved partnership working with both Health colleagues and care providers, which will be further developed as we take forward our locality working approach.

Despite the challenge of the pandemic there are examples of excellent work throughout our services including:

- Cardiff's application to become an **Age Friendly City** has been accepted, the first area in Wales to achieve this. **An Ageing Well Strategy** was also developed during the year setting out our approach to services for older people over the coming 5 years.
- **Intergenerational work** between care homes and schools, initially resulted in the PenPal letters scheme during the pandemic and has now developed to include face to face opportunities for care home residents and the children to spend time together
- The reopening of older persons **Day Centres** has been very welcomed by all who use them, and the day centre offer has been extended to include weekends to improve respite opportunities for carers and they also now include a wider range of activities for service users.
- The crisis in social care provision while challenging has resulted in a range of partnership activity to address the issues including the development of **Cardiff Cares Academy**, a partnership between Adult Services, Into Work Services and both internal and external care providers, nearly 40 new carers have been trained and employed so far as a result of the Academy's work. The introduction of the new Care Development Block Contracts is also helping to grow the domiciliary care work force while **Supportive Meetings** have been put in place for providers to be able to discuss issues and concerns.
- The expansion of **Complex Needs Day Services** for those with Learning Disabilities has ensured that more people received the support they need to stay at home and connected to their community.
- Joint working between with Homelessness and Mental Health has resulted in a new **service for young people with complex needs**.

- Our Internal Supported Living and Homecare Services have continued to provide high quality care despite the challenges of the pandemic
- **Strength-based practice** within Adult Services has continued to be developed through the delivery of Collaborative Communication training throughout 2021-22, this has supported a change in model of social work, ensuring that the individual is at the heart of the wellbeing assessment and that we better meet the requirements of the Social Services and Well-being (Wales) Act 2014.
- **The Adult Safeguarding team** continues to maintain timeliness of enquiries with the percentage of initial enquiries completed within seven days at near **100%** throughout the year. The Team have produced clearer guidelines for colleagues throughout the Directorate and continue to work in partnership with external agencies to build on and develop good practice guidelines for the teams.
- **95% of clients felt able to live independently in their homes** following support from the **Independent Living Services** in 2021/22. The team have continued throughout 2021/22 to empower people to remain independent at home and reduce reliance on intensive interventions. **92%** of new cases have been dealt with at the First Point of Contact without resulting in an onward referral to Adult Services against a target of 70%-80%.

### Challenges and Key Priorities:

**Adult Services** continues to face considerable challenges with high levels of staff sickness levels, very high levels of concern about the recruitment and retention of qualified social care staff and the volume and complexity of casework, resulting in delays in assessment. The continued fragility of the care sector remains of considerable concern, the pandemic together with Brexit have significantly impacted on the availability of care workforce.

### Key priorities

- Implementing the Ageing Well Strategy, including a range of actions to help older people remain independent at home and connected to their communities.
- Continuing to embed strength-based practice into social care
- Increasing use of assistive technology to promote different ways of supporting people at home and developing proposals for an Independent Living Wellbeing Hub to promote the use of aids and equipment
- Improving the co-ordination of hospital discharge and developing Locality Teams, together with Health and other key partners.
- Continuing to develop the partnership with our commissioned care providers and supporting them to deliver high quality care
- Expanding and improving our local offer for people with Learning Disabilities
- Embedding the new Code of Practice on the Delivery of Autism Services.
- Improving access to advocacy and direct payments.
- Introducing the new Liberty Protection Safeguarding Legislation

- Ensuring appropriate safeguarding and support for Ukrainian refugees coming to the city
- Reviewing our organisational structure to ensure it meets the current needs of our service users
- Improving recruitment and retention of staff with the right skills and experience to support citizens, as well as promoting Cardiff as Great Place to Work

## Housing & Communities

Significant challenges were faced within Housing and Communities in 2021/22, with services and residents being impacted by the pandemic, Brexit and the “cost of living” crisis. The housing crisis unfortunately persists, with housing need in the city continuing to increase. There are currently around **8,000** people on the housing waiting list. There is a lack availability of private rented accommodation and properties that are available are often too expensive for our clients to afford. There are also a number of households living in overcrowded conditions.

Considerable work has already been done to prevent homelessness in the city and to support those who do become homeless, however, there are still many challenges ahead to address homelessness including the economic impact of the pandemic, the “cost of living” crisis on households’ budgets coupled with the high cost of housing in Cardiff. Prevention is key, so there will a greater than ever emphasis on prevention as we head into 2022/23.

There has been a real shift post pandemic on how we deliver services, with Hub events now available online as well as face to face. The Advice and Housing Helpline are often now the first port of call for residents seeking assistance. This is effective and in 2022/23 these services will be fully embedded and offer an immediate triage service - getting residents to the right help first time, every time.

**Housing Services** – throughout 2021/22 Housing Services have continued to deliver a range of assistance to council tenants.

Due to restrictions during the pandemic, only emergency repairs were carried out on council properties for part of the year, which has created a backlog of work. There are plans in action to address this backlog and a new online repairs system will be launched in 2022/23 making it easier for tenants to report and monitor repairs. A new Responsive Repairs Academy will be introduced which will provide the opportunity for people to learn new skills within the Responsive Repairs Unit, ensuring that there is a rich pool of potential candidates to backfill posts that become vacant, whilst maintaining an excellent standard of service.

To address the issue of overcrowding in our council stock, innovative solutions will be explored which will include extending on existing properties, where this is possible, converting loft space or fixing a modular unit in the garden for example to create more rooms for families.

The **Void Management Unit** carry out void repairs to council empty housing properties for new tenants to move in. Pressures around homelessness have made it a critically important service which needs to be swift and efficient. Over the last year, the team has continued to deliver properties to those that need it the most; despite the pressures relating to Covid and Brexit. Staff absence, material shortages, material price increases and lone working Covid requirements (meaning less people working on properties) have been a few of the barriers to delivering the service. Despite the challenges, the percentage of our overall property stock that are empty is just 1.32%, remaining under the target of 1.5%. In 2022/23 the continued drive will ensure that voids are carefully monitored as move-on is vital to meet the new Rapid Rehousing approach requirements laid out by Welsh Government.

The **New Renting Homes Act 2016** is the biggest change to housing law in Wales for decades. It gives more protection for tenants and licensees and makes their rights and responsibilities clearer. The Act also includes some important changes, including:

- All landlords must ensure properties are fit for people to live in.
- Increased rights for certain people to succeed a tenancy.

It will be introduced in **July 2022** and work is progressing on ensuring all staff in Housing & Communities are trained and aware of the changes it entails. All tenants will be issued with new contracts so they will be made aware of these changes.

**Building Improvement Unit** – in 2021/22 the removal of the cladding from several high-rise blocks was completed. Re-cladding works will commence in Spring 2022 at Lydstep Flats followed by Nelson House and finally the removal and replacement of the cladding at Loudoun House will take place. Work will continue on the development of a **public housing decarbonisation strategy** to compliment the council's One Planet agenda, with plans to tackle and prioritise carbon reduction in place. The new Welsh Housing Quality Standards 2023 will be consulted on in 2022 and in place from 2023. We will feedback into this consultation and will ensure that we plan in preparation for these changes so that we are ready to meet these new requirements when they come into force.

Major programmes of work continue such as roofing and window upgrades and there are exciting new programmes about to come on stream including fitting external wall insulation and solar panels to our low-rise blocks of flats. We are also seeking funding from the Welsh Government to assist with the refurbishment of the remaining British Iron and Steel Federation (BISF) housing properties. This will not only improve the physical condition of these homes, but we hope to improve both public and private properties which will regenerate the whole estate. These remaining properties (252) are located in Llandaff North & Rumney.

**Homelessness** –unprecedented challenges were faced during 2021/22. Despite these challenges homelessness was prevented in **83%** of cases where there was a duty to prevent accepted, exceeding the **80%** target. The Housing Options Service has now moved to the welcoming environment of Central Library Hub and there are plans in place to increase the accessibility of specialist housing advice, mediation, and prevention services by providing these through our Community Hubs. The “**cost of living**” **crisis** is likely to place

additional pressures on the Housing Options Service in 2022/23 and the impact of providing support to **Ukrainian** guests is also posing challenges which are likely to increase in 2022/23.

Success has been seen within the **Housing First** scheme where on average **88%** of clients utilising the scheme have broken the cycle of homelessness and have been maintaining their tenancy, which is excellent against a target of **75%**.

**Rough Sleeping** has remained low in the city in 2021/22, with a weekly average of **17** rough sleepers recorded across the year. We hope to reduce this figure further in 2022/23.

A new **Housing Support Programme Strategy** identifies and sets out a new vision for addressing homelessness in the city. We will continue to build on the progress made during the pandemic; there will be 'No going back'. Our new vision for homelessness services is centred around a **Rapid Rehousing approach**. This aims to prevent homelessness wherever possible, and where it is not possible for homelessness to be rare, brief, and not repeated. We also aim to deliver an assessment and triage approach to all those who present as homeless, providing a comprehensive, multi-agency approach to ensure that the accommodation and support solution provided is appropriate to the individual.

Where appropriate, clients will be supported to move rapidly to independent housing rather than the traditional 'staircase' approach where clients move from supported accommodation to independence in stages. For those with the most complex needs, we recognise that longer-term specialist accommodation will be required, but this will be good-quality, self-contained accommodation that can provide a home environment in a supported setting.

**Libraries & Hubs** – the Library and Hubs service faced an unprecedented year. With the closure of hubs and libraries across the city for part of the year the service rapidly stepped up their **digital offer** as a way to reduce social isolation. The hubs have provided a wide range of online events aimed at maintaining customer connection with the community. The Hub website is an easy place to browse many online sessions provided by not only Hub staff but by other services too. Events for all ages are provided. 2022/23 will see the service continue to deliver the Community Hubs programme in collaboration with partners, including progressing plans for Youth Hubs and a refurbishment to Rhiwbina Library. There is an opportunity for a 'Hubs for all approach' branching out to meet the needs of people with a higher level of support requirement and to provide dedicated wellbeing sessions for those with support or care needs. This is achievable by using days that some Hubs are closed and extending the time available for service delivery.

The Hubs are accessible, some already have specialist toilets and changing facilities, signage is suitable for the visually impaired and interior decoration colour schemes create Dementia friendly environments. To further enhance services for residents our community teams are being bought together to allow a complete holistic Health and Wellbeing information and advice service offering a dedicated complete package to all.

**Advice Services** –the Into Work Service has continued to support people throughout 2021/22. The number of people who received into work advice through the Gateway is **62,512**, exceeding the target of 50,000. Additionally, at least **1,241** clients have been supported into employment having received tailored support through the Gateway. **266** employers have been assisted by the Into Work team which has again exceeded the target set of 250 for the financial year. **£17,220,466** of additional weekly benefit has been identified for clients of the **Money Advice team** exceeding the target of £14,000,000.

In response to the **cost of living crisis**, dedicated **Fuel and Food Poverty Champions** are being deployed across Community Hubs to provide advice and support to people who are struggling with rising costs. All Hub and Advice staff will receive specific training to support customers, but specific Champions will be available in each of the Hubs to provide advice on a number of schemes. For more complex enquiries, the Champions will work closely with the Money Advice Team and Citizens Advice and will refer for further support where necessary. The new Champions will also be closely working with the Adult Learning Team to refer for digital inclusion support.

The **Into Work Advice Service** employment projects funded through European Social Funds (ESF) will cease in Autumn this year, following the UK's withdrawal from the European Union. The Into Work Advice Service currently delivers four well-established and successful ESF projects to some of the most vulnerable in society, totalling just over £1.1million in income each year. UK Central Government has recently announced the Shared Prosperity Fund will replace, in part, the gap ESF funding will leave, however the value of funding has not been allocated to date, which could put employment provision at risk. The change in funding streams and the value of funding available to the team will provide an opportunity to review and enhance service delivery

**Benefits** – The workload of the teams will be increased significantly with the **Unpaid Carers scheme** going live on the 16<sup>th</sup> May, the **Pupil Deprivation Grant** access scheme from 1<sup>st</sup> July 2022 (and open to all school years from Reception to year 11) and **Universal free school meals** being phased in from September 2022. With the reduction in Discretionary Housing Payment funding difficult decisions will need to be made around allocation of spend to ensure that the most vulnerable are supported to meet the shortfall in their rental liability.

**Universal Credit** – during 2021/22, **3,708** customers were supported and assisted with their claims for Universal Credit. This is well above the target of 2,000 set but understandable given the economic pressures. The team has ensured that support has remained available across the city through Advice Line. With the **proposed migration** of all those on legacy benefits to Universal Credit in 2022/23, the service will continue to ensure that support is widely available.

**Early Help** - in 2021/22, **10,340** people were supported through the Family Gateway. The Family Help Team supported **2,407** people in 2021/22, exceeding the target of 1,500. The service will continue to develop in 2022/23 with continued partnership working with the Cardiff & Vale University Health Board and reducing the impact of adverse childhood experiences being key priorities.

**Development and Regeneration** - in 2021/22, a cumulative total of 613 new council homes were completed.

**93%** of residents advised they were satisfied with completed regeneration projects in 2021/22. The service will continue to invest in the regeneration of local communities in 2022/23.

During 2021/22 ongoing issues with Brexit and the pandemic continued to disrupt development programmes, caused significant material supply issues, significant and unprecedented increases in costs and disrupted the supply of labour. However, we were able to keep our projects moving forward. These significant challenges will remain in the short-term making programmes unpredictable moving into 2022/23 but the team will endeavour to de-risk the programmes of work as far as possible.



#### 4. Well-being Objective 1: *Cardiff is a great place to grow up*

##### Protecting the well-being of vulnerable children, young people and families

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		* <a href="#">Link to Equality Objective</a>
CP	<p><b>Deliver an integrated approach to emotional and mental health support for children and young people</b> by:</p> <ul style="list-style-type: none"> <li>Working with the Cardiff &amp; Vale University Health Board (UHB) to:           <ul style="list-style-type: none"> <li>-Establish, review and revise trusted two-way referral pathways from Early Help Teams to the new NHS Single Point of Access;</li> <li>-Implement any recommendations coming out of the Cardiff &amp; Vale Integrated Model for Emotional Health &amp; Wellbeing; -Secure the permanent role of the Primary Mental Health Specialists within Early Help and seek to build on this, to support children with neuro-developmental differences;</li> <li>-Develop pathways and provision of services for children with serious mental health and emotional well-being issues;</li> </ul> </li> </ul>	Avril Hooper	Q1	<ul style="list-style-type: none"> <li>Work with Schools &amp; NHS SPOA to move from discussion after the fact, to support a multi-agency discussion at point of referral</li> <li>Build into the Early Years Integration Transformation Pathfinder a proof-of-concept model for (a) co-locating Neuro-developmental specialists within Early Help &amp; (b) development of a specialised parent-infant relationship team/ parent-infant mental health team, to promote adult and infant mental health &amp; wellbeing.</li> <li>Offer support and training in relation to thinking together conversations, to support the Cardiff &amp; Vale Integrated Model for Emotional Health &amp; Wellbeing.</li> <li>Seek advice on “autism friendly” or “neurodiverse awareness” standards for Cardiff Parenting.</li> </ul>	<p><i>To develop and deliver services which are responsive to Cardiff’s inequality gap.</i></p>
			Q2	<ul style="list-style-type: none"> <li>If approved initiate proof of concept model, &amp; work with CAVUHB to develop JD/PS for Neuro-developmental specialists to be co-located within Early Help.</li> <li>If approved Initiate proof of concept model &amp; develop JD/PS for parent-infant specialists and recruit to roles.</li> <li>Explore gaps in services post-ND pathway for parents of children with a diagnosis of a ND difference or developmental trauma, in the absence of an ND diagnosis.</li> <li>Explore gaps in services for parents who are seeking to</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<ul style="list-style-type: none"> <li>Working with Cardiff &amp; Vale UHB and Platform to ensure parents/carers of children with emotional mental health needs can feel equipped to effectively support their children.</li> </ul>			support their CYP mental health and wellbeing needs e.g., eating disorders, after a suicide attempt.	
			Q3	<ul style="list-style-type: none"> <li>Cardiff Parenting to take steps towards achieving recognitions as an “autism friendly” or “neurodiverse friendly” Service.</li> <li>Recruit to Neuro-developmental specialists posts.</li> <li>Develop referral pathways, in line with those applied to the Primary Mental Health Specialists.</li> <li>Work with partners to explore potential packages of support services post-ND pathway for parents of children with a diagnosis of a ND difference or developmental trauma in the absence of an ND diagnosis.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Induct Neuro-developmental specialists into Early Help and commence staff training &amp; casework management.</li> <li>Work with partners to explore potential packages of support services for parents who are seeking to support their CYP mental health and wellbeing needs e.g., eating disorders, after a suicide attempt.</li> </ul>	
CP	<p><b>Ensure that the support requirements of vulnerable young people are identified early and responded to by:</b></p> <ul style="list-style-type: none"> <li>Strengthening the application of Vulnerability Assessment Profiling to include integration with Youth Justice Service caseloads;</li> <li>Adopting the Voice of Young People on Safeguarding Plan;</li> </ul>	Avril Hooper	Q1	<ul style="list-style-type: none"> <li>Review the number &amp; source of referrals received for the VPS through the Family Gateway.</li> <li>Brief the YJS case management team on the role of Cardiff Parenting and use of Thinking Together Conversations.</li> <li>Review the draft transition protocol as part of the Cardiff and Vale Transition Information Steering Group and ensure that referral pathways to both the Family Help Disability team and the Disability Index are clearly defined.</li> </ul>	<i>To develop and deliver services which are responsive to Cardiff’s inequality gap.</i>
			Q2	<ul style="list-style-type: none"> <li>Pilot Thinking Together Conversations between YJS &amp; Cardiff Parenting and identify any training needs.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<ul style="list-style-type: none"> <li>Ensuring equitable and inclusive access to education for all, through the delivery of the EOTAS Plan;</li> <li>Revisiting the Early Help Pathway into the Violence Prevention Service with the Violence and Prevention Unit to ascertain if the Early Help Pathway is the best route for these referrals, and if so, seek to promote this;</li> <li>Continuing to work with South Wales Police to roll out the Vulnerability Change Programme across the city</li> </ul>			<ul style="list-style-type: none"> <li>Communicate the agreed transition protocol to Early Help staff and use Index e-bulletins and outreach sessions to engage parents and carers in understanding the support that is available.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Continue to pilot Thinking Together Conversations between YJS &amp; Cardiff Parenting and identify any training needs.</li> <li>Review the impact of the transition protocol on families supported by both Family Help Disability and via the Index.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>TTC Pilot between YJS and Cardiff Parenting to be reviewed and recommended changes implemented.</li> <li>Feedback to the Cardiff and Vale Transition Information Steering Group key findings from the review and implement any agreed changes in pathways.</li> </ul>	
CP	<p><b>Continue to reduce the impact of adverse childhood experiences on children's well-being by:</b></p> <ul style="list-style-type: none"> <li>Developing new referral pathways with the NSPCC for families to access the 'Pregnancy In Mind' and 'In Control' services by July 2022;</li> <li>Promoting access to Flying Start Outreach and Early Positive Approaches to Support (EPATS);</li> </ul>	Avril Hooper	Q1	<ul style="list-style-type: none"> <li>Early Help Thinking Together Conversations Framework document to be reviewed and updated, to include the growing use of Thinking Together Conversations across Early Help and with partners. To include how the impact of the conversations is measured.</li> <li>New brochure to promote service for parents in Cardiff to be published, translated, and circulated to all schools and GP surgeries in Cardiff (in print) and to wider audience electronically.</li> <li>Work with Police, Children's Services, CFAS and Cardiff Parenting to refine the referral pathway for Out of Court disposal referrals for Parenting Support</li> <li>Training and guidance provided to Parenting on working with parents to deliver out of court parenting support,</li> </ul>	<i>To develop and deliver services which are responsive to Cardiff's inequality gap.</i>

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<ul style="list-style-type: none"> <li>• Enhancing the ‘Thinking Together Conversations’ approach with partners to embed the model;</li> <li>• Working with partners to implement and refine the referral pathways into parenting support, as part of the Removal of Defence of Reasonable Chastisement legislation, by November 2022;</li> <li>• Rolling out the use of Video Interaction Guidance across Cardiff Parenting Services, used with parents and care givers to support attunement between infants, children, young people and adults, by January 2023;</li> <li>• Promoting case co-formulation and a joined-up offer from Cardiff Parenting Services and Barnardo’s Family Wellbeing Service to meet family need.</li> </ul>			<p>and working with parents to raise awareness of the change in the law.</p> <ul style="list-style-type: none"> <li>• Increase staff confidence and first use of VIG (Video Interaction Guidance) with training and supervision</li> <li>• Produce materials to support the communication to parents of the joined up offer from CP and Barnardos FWB</li> <li>• Establish a task and finish group within CFAS to review current feedback processes and explore new and innovative ways to seek the views of services users through the establishment of focus groups with children, young people, parents, and professionals.</li> <li>• Review the Index registration form to simplify the process, ensure that information gathered is appropriate and necessary and informs the provision of information and advice that is informative and relevant to family's multiple needs.</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>• Cardiff Parenting Educational Psychologists to prepare training/induction resources to explain the model, rationale and format of Thinking Together Conversations, to ensure consistency of use of the model and shared expectations.</li> <li>• Reviewed and updated Early Help Thinking Together Conversations Framework document to be shared with Early Help SMT for roll-out to all teams and partners, to include how the impact is measured. Managers to ensure that impact measures are in-use.</li> <li>• Consider how TTC can be linked to the Cost Saving Toolkit, to demonstrate the impact of cost avoidance arising from Thinking Together Conversations.</li> <li>• Take steps to support the development of an in-house VIG supervisor for VIG casework to embed its use into</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<p>Cardiff Parenting Model in a sustainable way</p> <ul style="list-style-type: none"> <li>• Monitor joints referrals into CP and BFWB, particularly in relation to distance travelled for families and waiting times.</li> <li>• Develop a draft CFAS feedback strategy for consultation with service users and partner agencies.</li> <li>• Launch the new online Index registration form and promote to partner agencies and families through e-bulletins and outreach sessions.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Video and training resources regarding use of Thinking Together Conversations to be shared with all Early Help colleagues via Workforce Development</li> <li>• Review and refine pathways for out of court parenting support based on data from Q1&amp;2</li> <li>• Monitor number of VIG cases and Distance Travelled, compared to cases where VIG has not been the tool of choice.</li> <li>• Implement CFAS feedback strategy.</li> <li>• Undertake a review of families registered on the Index prior to 2022 to ensure their information is up to date and relevant and that they wish to maintain their registration.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Review implementation of the CFAS feedback strategy to ascertain the impact on the return rate and quality of feedback received and how this has been utilised by the service to inform development.</li> <li>• Review the new Index registration form and analyse the impact that the changes have had in relation to the number of families registered, information and advice provided and attendance at outreach sessions.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP	Implement the renewed Corporate Parenting Strategy 2021-24 action plan to improve outcomes and well-being for Children Looked After.	Laura Garvey-Cubbon	Q1	<ul style="list-style-type: none"> <li>Complete commissioning to enable us to take on additional supported accommodation projects for Young Persons.</li> <li>Consider suitability of Young Person's MDT project and set criteria for referral process and to agree outcomes.</li> <li>Consider Tenancy Training and to ensure that young persons are on the Housing Waiting List for suitable accommodation and to also look for housing in PRS</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap.
			Q2	<ul style="list-style-type: none"> <li>Open first additional 6 bed supported accommodation project</li> <li>Pilot Young Persons MDT with small number of YP in Gateway. Consider what specialist officers are needed to ensure the success of the project.</li> <li>Review outcomes of pre-tenancy training and YP accessing accommodation via the PRS route.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Open second additional 6 bed supported accommodation project</li> <li>Review pilot of YP MDT project and evaluate data to ensure correct services are being provided.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Open third &amp; fourth 6 bed supported accommodation project and Review success of new accommodation projects and produce report on savings produced.</li> <li>Review successes and challenges of the YP MDT project and roll out to all YP that require the service. Update SMT with recorded outcomes.</li> </ul>	

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The percentage of families referred to Family Help, showing evidence of positive distance travelled	N/A	71%	77%	75%	Avril Hooper
CP	The number of people supported through the Family Gateway	8,205	7,058	10,340	8,000	Avril Hooper
CP	The number of people supported by the Family Help Team	1,582	1,912	2,407	1,750	Avril Hooper
DDP	Percentage of individuals with evidence of distance travelled following a parenting intervention/programme with Cardiff Parenting Service	85%	96%	96%	96%	Avril Hooper

**Well-being Objective 2: Cardiff is a great place to grow older**

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		* <a href="#">Link to Equality Objective</a>
CP	<p><b>Prevent social isolation through supporting older people to stay active and connected by:</b></p> <ul style="list-style-type: none"> <li>Increasing the availability of age-friendly virtual and face-to-face activities through a hybrid model of community engagement, and promoting these widely by June 2022;</li> <li>Offering age-friendly digital inclusion support tailored to individual need by August 2022;</li> </ul>	<p><b>Bev King / Hayley Beynon / Carlyne Palmer</b></p>	Q1	<ul style="list-style-type: none"> <li>Support 50+ Forum to relaunch with the aim of attracting new diverse membership enabling more voices to be heard and to shape developments across the city</li> <li>Increase the number of venues the Digital Team provide surgeries from, including Wellbeing Hubs and other community venues, as well as visibility of the team online.</li> <li>Work with Digital Communities Wales to establish training requirements of Community inclusion &amp; Wellbeing teams to deliver comprehensive digital learning programme to older people.</li> <li>Promote the work of the Community Inclusion Team and the help available to community groups</li> <li>Make contact with the community groups that were active before the pandemic to offer support to restart</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>



	<ul style="list-style-type: none"> <li>Assisting community groups to deliver activities for older people by promoting the help available through our community inclusion team and well-being mentors by June 2022;</li> </ul>		<p><b>Q2</b></p>	<ul style="list-style-type: none"> <li>Initiate consultation with older people to evaluate current activity programme and to look to how future provision can be enhanced to include:-             <ul style="list-style-type: none"> <li>50+ Forum</li> <li>Current staff and service users of all teams</li> <li>Involvement of partners and stakeholders e.g. older people's commission</li> </ul> </li> <li>Create specific digital training sessions for older customers, using Community Renewal Funding for a Tablet Gifting Scheme.</li> <li>Create staff toolkits to support one to one and group learning/assistance.</li> </ul>	
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Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
			Q3	<ul style="list-style-type: none"> <li>Map co-produced Age Friendly events offer and work with existing and new partners to design Ageing Well Community programme.</li> <li>Develop a programme of events activities.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Liaise with the Communications team to develop a communications strategy to deliver alignment of the Ageing Well brand i.e. ensuring all communications, visuals and promotional resources utilise the same branding to aim to deliver: - <ul style="list-style-type: none"> <li>Greater profile for the Age Friendly programme</li> <li>Improved messaging to customers</li> </ul> </li> <li>Ensure the Communications strategy includes a comprehensive marketing plan.</li> <li>Develop Intergenerational Age Friendly Digital Champion project with the aim of creating younger person digital buddies working with schools/colleges/Duke of Edinburgh and Digital Communities Wales to develop older person's digital skills provision.</li> </ul>	
CP/DDP	<p><b>Prevent social isolation through supporting older people to stay active and connected by:</b></p> <ul style="list-style-type: none"> <li>Encouraging volunteering to support older people and carers through a dedicated volunteer co-ordinator by March 2023;</li> </ul>	Bev King / Hayley Beynon	Q1	<ul style="list-style-type: none"> <li>Develop pool of Community Volunteer Co-ordinators</li> </ul>	<i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i>
			Q2	<ul style="list-style-type: none"> <li>Development of Age Friendly training programme for volunteers adhering to the new Corporate volunteering policy.</li> <li>Review the Age Connects volunteer community support programme</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Develop content of existing volunteer portal to ensure all community volunteering opportunities are promoted.</li> <li>Refresh Publicity Plan for the Together for Cardiff Volunteering programme; expand advertising and</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				promotion to reach wider audience, running good news stories through social media accounts.	
			Q4	<ul style="list-style-type: none"> <li>• Work with stakeholders to deliver a promotional campaign to attract community volunteers</li> <li>• Re-engage former Cardiff Council Volunteers to support with the Carer Volunteer scheme; working with third sector organisation to promote scheme</li> </ul>	
CP/DDP	<p><b>Prevent social isolation through supporting older people to stay active and connected by:</b></p> <ul style="list-style-type: none"> <li>• Integrating Community Hub and Older Person Day Centre Services to increase the range of activities provided and further involving partners and volunteers in the centres by September 2022;</li> <li>• Developing a 'Hubs for All' approach by March 2023, which will include specialist support on site, to make Hub activities accessible to people with higher care needs;</li> <li>• Providing additional respite for carers by opening the Day Centres at weekends and extending opening times in the Hubs;</li> <li>• Further enhancing our Hubs by working with Cardiff &amp; Vale University Health</li> </ul>	Bev King	Q1	<ul style="list-style-type: none"> <li>• Establish a Day Centre service users representative group including families and carers</li> <li>• Research and explore best practice in respite day care utilising the WHO Age Friendly network</li> <li>• Pilot opening a Day centre at weekends. Undertake restructure of existing Day Centre service to support weekend working and allowing for a more flexible approach</li> <li>• Working with Wilmot Dixon to finalise layout for relocated Childrens area within new integrated Maelfa Health &amp; Wellbeing Hub.</li> <li>• Continue to contribute to the scoping meetings of Ely &amp; Caerau Parkview Wellbeing Hub</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
			Q2	<ul style="list-style-type: none"> <li>• Undertake consultation with service users group and Day Centre staff to evaluate current provision to work towards an enhanced activity plan</li> <li>• Undertake consultative mapping exercise to include:- <ul style="list-style-type: none"> <li>• Day Centre Service User focus groups (including families)</li> <li>• Carers Wales/Age Cymru</li> <li>• 50+ Forum</li> <li>• Stakeholders e.g. Cardiff Mind/Health Board</li> <li>• Alzheimer's Society including service user review panel</li> </ul> </li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<p>Board (UHB) to establish integrated Health and Wellbeing Centres at the:</p> <ul style="list-style-type: none"> <li>○ Maelfa Health &amp; Wellbeing Hub (completed by October 2022);</li> <li>○ Ely &amp; Caerau Parkview Wellbeing Hub, subject to funding approval (planning consent by September 2022);</li> </ul> <ul style="list-style-type: none"> <li>• Strengthening the independent living and well-being advice available for older people and their carers, to help them to prepare for the future, by updating the information available via the website, providing training to all Hub staff and co-ordinating information sessions by March 2023;</li> </ul>			<ul style="list-style-type: none"> <li>• Undertake mapping exercise to include Day Centres and Hubs to identify locations for additional provision</li> <li>• Continue with workstream meetings &amp; create working partnership document to include all building / Fire Alarm / Intruder alarm details.</li> <li>• Continue to attend meetings for Ely &amp; Caerau Parkview Wellbeing Hub</li> <li>• Ensure that the Primary Care MDT can link individuals who need support into community inclusion and wellbeing advice services in the Hubs by providing a clear referral route via the Independent Living Service.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Research partners offering Age Friendly outreach programmes that could be delivered within a Day Centre or a Hub environment.</li> <li>• Undertake an Age Friendly facilities review within Hubs and identify potential improvements to accessibility, including toilets and identify any building modifications that can support the activities programme</li> <li>• Recruit Wellbeing Peripatetic Team</li> <li>• Undertake local community consultation to identify need and provision requirements</li> <li>• Prepare for launch date of Maelfa Health and Wellbeing Hub, arrange joint team meets &amp; ensure GP, NHS &amp; Hub teams are aware of all procedures in relation to building management &amp; room bookings.</li> <li>• Continue to attend meetings for Ely &amp; Caerau Parkview Wellbeing Hub</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Develop a bespoke events calendar for the integrated Community Hub and Day Centre services.</li> <li>• Pilot community provision within a locality and</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				undertake promotional activities to include unpaid carers, stakeholders and partners <ul style="list-style-type: none"> <li>Review and evaluate joint working within Maelfa Health &amp; Wellbeing Hub feeding lessons learnt into Ely &amp; Caerau Parkview ongoing meetings</li> </ul>	
CP/DDP	<p><b>Prevent social isolation through supporting older people to stay active and connected by:</b></p> <ul style="list-style-type: none"> <li>Working to become a World Health Organisation Age-Friendly City, developing a city-wide evaluation framework and key performance indicators by June 2022 and producing quarterly monitoring reports by September 2022;</li> <li>Relaunching the Dementia Friendly City campaign, recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly by December 2022.</li> </ul>	Nicola Pitman	Q1	<ul style="list-style-type: none"> <li>Develop profile of Cardiff as an Age Friendly City – including roll out of the Age Friendly City branding and launch event at Cardiff Castle. Undertake stakeholder consultation to develop Age Friendly Cardiff digital platform</li> <li>Recruit Dementia Friendly Volunteer Co-ordinator and develop volunteer training programme to pilot locality approach to DF business recruitment. Review re-launched Alzheimer’s Society pledge process and integrate into current practice</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
Q2	<ul style="list-style-type: none"> <li>Monitor evaluation framework for all stakeholders to establish Age Friendly City reporting process and publish first progress update</li> <li>Develop Communications Strategy to target business – including widescale promotional campaign.</li> </ul>				
Q3	<ul style="list-style-type: none"> <li>Celebrate International Day of Older Persons encouraging all stakeholders and partners to participate in celebrating older people</li> <li>Enhance and update Dementia Friendly Cardiff website including expansion of DF business content</li> </ul>				
Q4	<ul style="list-style-type: none"> <li>Ensure Cardiff’s active participation in the WHO Age Friendly World digital platform uploading 5 examples of Age Friendly best practice within the city.</li> <li>Deliver Dementia Friendly City award ceremony to celebrate success and deliver profile.</li> </ul>				

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP / DDP	<p><b>Help older people to stay independent at home, embedding strengths-based and preventative services by:</b></p> <ul style="list-style-type: none"> <li>• Building on our First Point of Contact Service to make it the single route into services by November 2022;</li> <li>• Increasing the availability of Occupational Therapy through out of hours services by November 2022;</li> <li>• Fully embedding outcome-focused, strengths-based social work and empowering social workers and Independent Living teams to prescribe low- level adaptations and equipment by March 2023;</li> </ul>	Carolyne Palmer / Lisa Wood	Q1	<ul style="list-style-type: none"> <li>• Revisit and re-set detailed action plans with all Older Persons Teams.</li> <li>• Map “as is” in First Point of Contact (FPOC)</li> <li>• Create a “to be” model for FPOC</li> <li>• Recruit OT’s to support drive for change of Triage.</li> <li>• Upskill FPOC wellbeing officers to be able to prescribe low level aids and adaptations.</li> <li>• Identify client cohorts with the most complex needs that go directly to social care.</li> <li>• Receive the results of a commissioned review of assessment paperwork from Attenti.</li> <li>• Begin to review of the restructure needs of our Older Person services to meet key drivers from the Ageing Well Strategy.</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
			Q2	<ul style="list-style-type: none"> <li>• Develop and monitor pilot for single route into services through First Point of Contact (FPOC).</li> <li>• Set out metrics to measure the benefits of the proposed model.</li> <li>• Develop &amp; deliver training plan.</li> <li>• Provide clarity to all staff about the new referral model to an OT or Social Worker.</li> <li>• Review existing paperwork to determine administration required identifying improvements after a period of contact officer consultation.</li> <li>• Commission collaboration of strengths-based training for the frontline OT and Social Work Teams.</li> <li>• Review the commissioned work from Practice Solutions to determine future modelling and structure requirements.</li> <li>• Review the results of the commissioned review of assessment paperwork (Attenti).</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>• Train OT's to create and prescribe care plans.</li> <li>• Develop OT led, reablement services, aligned to the intermediate care programme.</li> <li>• Review effectiveness of OT recruitment.</li> <li>• Explore extending OT working to 7 day per week. Review Social Worker Service - Community and Hospital.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Launch new FPOC service</li> <li>• Web development for self support, for citizens and staff, - utilising "Ask Sara", and "People Too" learning by creating a website that provides information and advice on a full range of community services that support independent living, citizens and carers</li> <li>• Review current "step up" model, liaise with Health partners on a new proposed "step up" model via FPOC.</li> <li>• Implement changes to assessment paperwork following the Attenti review .</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Review new FPOC service.</li> <li>• Review the new working practices to date, to establish if we have met our objectives to reduce care, or negate the need for placements</li> <li>• Begin "step up" pilot.</li> <li>• Integrate carers assessment team in ILS</li> <li>• Realign the Residential Care financial assessment. Review changes made to assessment paperwork.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP/ DDP	<ul style="list-style-type: none"> <li>Modernising homecare services to provide both a full reablement service and short-term emergency care by November 2022;</li> <li>Working with health partners to bring forward plans for a rapid response 24/7 service to prevent unnecessary hospital admissions by March 2023.</li> </ul>	Carolyne Palmer / Lisa Wood	Q1	<ul style="list-style-type: none"> <li>Review “as is” process in Community Resource Homecare Team (CRT).</li> <li>Create a more customer focussed care model within CRT that meets statutory requirements, including</li> <li>Begin conversations with CRT Health and Community OT to identify duplication and share best practice.</li> <li>Scope out delivery of a bridging service to support rapid response across the care sector, for Domiciliary Care and Care Homes who hit crisis</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Create CRT proposal including a rapid response Team linking into the intermediate care @home project</li> <li>Review current rota system for the provision of care and align to the implementation of Electric Call Monitoring (ECM)</li> <li>Implement ECM system.</li> <li>Evaluate current model of delivery and how it aligns to the new ECM system.</li> <li>Develop OT led, reablement services, aligned to the intermediate care programme.</li> <li>Develop clear pathway for career development from carer to OT, to create a “grow your own” model of OT ready resources.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Evaluate new ECM system usage and performance against specification.</li> <li>Pilot better alignment of CRT Health and Community OT.</li> <li>Work with CRT Health to agree lines of demarcation and responsibility.</li> <li>Evolve in partnership with our Primary, Community and Intermediate Care colleagues the first stage delivery of a rapid response support service.</li> </ul>	



Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>• Realign the Domiciliary Care financial assessment.</li> </ul>	
CP / DDP	<p><b>Work with the Regional Partnership Board to develop integrated Local Multi-Disciplinary Teams (MDT)</b> that prevent hospital admission and facilitate hospital discharge by:</p> <ul style="list-style-type: none"> <li>• Identifying easily accessible locations within the community as touch-down points and collaborative working spaces for MDT staff and developing an overall working model for the MDT by March 2023;</li> </ul>	Carolyne Palmer	Q1	<ul style="list-style-type: none"> <li>• Agree interdependencies across all projects (Integrated Health and Social Care).</li> <li>• Implementation of community front door changes.</li> <li>• Explore the partnerships view on TEC as a long-term digital solution for integrated/co-located working, supporting both step up and step down, to incorporate into the TEC strategy.</li> <li>• St Isan to be used as a potential locality hub. Setting up the building to a standard that can be used to accommodate staff and partners. Agreeing what joint services could run from the building.</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
Q2	<ul style="list-style-type: none"> <li>• Request an evaluation of Elemental as a social prescribing information management provider.</li> <li>• Implement service agreements across internal services (e.g. ILS and Hubs).</li> <li>• Review the current MDT practice to evolve into a real time referral mechanism through a digital platform.</li> <li>• Realign our ILS and Social Work teams and partners to trial a locality model in North Cardiff.</li> </ul>				
Q3	<ul style="list-style-type: none"> <li>• Work with block providers to provide a Discharge to Assess and Rehab model using St Isan as the trial location.</li> <li>• Agree monitoring data and Service Level Agreement</li> </ul>				

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				to be signed off. <ul style="list-style-type: none"> <li>• Deliver new Step-up Training.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Develop and evaluate overall working model in Q3 and Q4.</li> <li>• Evaluate pilot of North West St Isan Locality Building.</li> <li>• Review all new models and use positive and negative outcomes to develop the Business As Usual model for 2023 onwards.</li> </ul>	
CP/ DDP	<p><b>Work with the Regional Partnership Board to develop integrated Local Multi-Disciplinary Teams (MDT)</b> that prevent hospital admission and facilitate hospital discharge by:</p> <ul style="list-style-type: none"> <li>• Continuing to work with GP clusters to meet the holistic needs of citizens.</li> </ul>	Carolyn Palmer	Q1	<ul style="list-style-type: none"> <li>• Develop the strategic direction of Accelerated Cluster plans.</li> <li>• Build on the success of the joint working with GP's in the South West cluster development, rolling this out to North West and South East, identifying appropriate partners to attend the MTD</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
			Q2	<ul style="list-style-type: none"> <li>• Evaluate the current discharge hub in the South West cluster, to determine the impact.</li> <li>• Establish if it will provide duplication or if it will compliment FPOC</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Work with the IHSC Partnership to agree the strategic direction of Accelerated Cluster across Cardiff, following evaluation of Elemental and Discharge Hub.</li> <li>• Expand MDT support across additional Clusters (TBD by Health).</li> <li>• Assign Visiting Officers to each GP cluster.</li> <li>• Determine "to be" process for GP Step Up referrals. Consult with Health colleagues on "To be" process</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Expand MDT support to remaining clusters</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP / DDP	<p><b>Work to support timely and safe hospital discharge by:</b></p> <ul style="list-style-type: none"> <li>Establishing a single point of contact in the hospital to ensure safe and timely discharge by following 'Home First' principles;</li> <li>Agreeing a location within the hospital and a joint operating model by June 2022;</li> <li>Developing an enhanced triage process to support a prompt return to independence by September 2022;</li> <li>Improving the Discharge to Recover and Assess model to more accurately identify care needs, by undertaking assessments in a person's home and not in the hospital, by December 2022.</li> </ul>	Carolyn Palmer / Lisa Wood	Q1	<ul style="list-style-type: none"> <li>Work in partnership with Health colleagues to design a new operating model for hospital discharge building on work already undertaken</li> <li>Develop a clear approach to "triage" from social work perspective.</li> <li>Create and define a Cardiff Discharge 2 Recover and Assess (D2RA) model and define criteria, working in partnership with our providers and commissioning services.</li> <li>Plan effective system which includes clear roles and responsibilities and escalation plans.</li> <li>Develop and agree a clear operating system.</li> <li>Establish approach to staffing and roles to align with partners</li> <li>Agree appropriate location and organise the move of teams.</li> <li>Carry out consultation and refine plans.</li> <li>Develop overarching approach to Discharge to Assess offering a suite of options.</li> <li>Consult with senior management and partners about D2A proposals and refine.</li> <li>Consider most appropriate establishment and roles to provide support to a multi disciplinary D2A service.</li> <li>Plan for staff numbers/any funding requirements..</li> <li>Agree Core Data.</li> <li>Sign off expected impacts, outcomes and benefits.</li> <li>Implement working, comms plan, pilot and practices</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
Q2	<ul style="list-style-type: none"> <li>Commit resources and agree SLA for the continuation and evolution of the hospital MDT</li> <li>Complete planning for relocation of Hospital teams.</li> </ul>				

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>• Explore a portal that will interface existing IT support solutions- Health and LA</li> <li>• Implement a new D2RA discharge model</li> <li>• Realign service needs to meet the delivery of D2RA</li> <li>• Formalise new arrangements in partnership with Health.</li> <li>• Continue to plan and review D2A options.</li> <li>• Work with social care staff to evaluate roles and to learn from previous iterations of D2A practice.</li> <li>• Establish legal position in respect of mental capacity and CHC and D2A in arena we are considering.</li> <li>• Consult with providers about their interest in partnership working regarding hospital discharge including quick turnaround work and fast paced approaches to care services.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Explore provider delivery of night care in partnership with commissioning</li> <li>• Review the night team and longer term night care needs of Older persons</li> <li>• Determine the best solutions to interim bed support</li> <li>• Move to be completed and system embedded.</li> <li>• Review the Trial D2RA project and tweak as appropriate and implement as standard practice</li> <li>• Refine process and ensure staff numbers and skills are appropriate across triage.</li> <li>• Work on development of systems for D2A considering the links with health and social care systems. Ensuring buy in from all relevant partners.</li> <li>• Consider how to develop information sharing systems about citizens that promote a speedy and responsive service.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>Establish availability of effective care services that are resilient and sustainable.</li> <li>Review potential operations models for D2A.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Evaluate and develop learning.</li> <li>Review triage process with colleagues, partners and citizens.</li> <li>Review the statistics of whether we have effectively reduced length of stay, reduced admissions to care home and how many care packages have been right sized</li> <li>Continue to refine and develop triage process: is it efficient?</li> <li>Plan for service realignments and communicate these. Plan ongoing project to ensure sustainable and resilient system.</li> </ul>	
CP	<p><b>Improve the use of technology, aids and adaptations to support independence by:</b></p> <ul style="list-style-type: none"> <li>Developing a cutting-edge Cardiff Tech Strategy and introducing a 'tech finder tool' for staff and citizens alike by March 2023;</li> <li>Developing proposals for an Independent Living Well-being Centre by September 2022;</li> <li>Removing the means test from all eligible disabled adaptations by April 2022 and expanding the recycling of equipment and</li> </ul>	Carolyne Palmer	Q1	<ul style="list-style-type: none"> <li>Review the "People Too" high-level recommendations, develop an action plan, create a deliverable strategy for Cardiff TEC.</li> <li>Commission provider to guide on TEC strategy to improve the use of technology, aids adaptations to support independence.</li> <li>Support workforce to better use existing TEC by increasing awareness on the benefits, use and availability of Telecare</li> <li>Launch "Ask Sara" and promote across the council.</li> <li>Scope out building needs for Joint Equipment Service (JES) and opportunity for development of Independent Living Wellbeing Centre.</li> <li>Liaise with partnership on the requirements and options for a new JES / ILWC location</li> <li>Remove means test for eligible DFG adaptations.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	adaptations by September 2022.		Q2	<ul style="list-style-type: none"> <li>• Top up existing TEC offer by improving the inventory of current TEC.</li> <li>• Engage with staff and develop a TEC training package.</li> <li>• Implement recommendations from “People Too” to provide a sustained TEC platform for Cardiff to build upon an evolving product list</li> <li>• Evaluate feedback from housing development on the viability of a self-build unit for JES/ILWC</li> <li>• Share the proposals with partners.</li> <li>• Agree and determine next steps to take forward in the development of a new JES /ILWC</li> <li>• Evaluate the impact removing the means test on adaptations is having.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Evaluate use of “Ask Sara”</li> <li>• Deliver TEC Training.</li> <li>• Create a specific technology Enabled Care post or TEC team champions to help in developing and supporting staff to access and use TEC</li> <li>• Determine how to build TEC into assessment process.</li> <li>• Based on recommendations from “People Too”, decide on a standard set of TEC to be procured that will become available to staff as part of the assessment process and go to solution for supporting independent living and care packages</li> <li>• Expand the use of TEC via our JES and Telecare colleagues.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Evaluate improvements in Top up TEC Offer.</li> <li>• Agreed progression of the next steps of the wellbeing centre</li> <li>• Evaluate the impact of removing the means test</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP	<p><b>Develop older persons housing that supports independent living, including:</b></p> <ul style="list-style-type: none"> <li>Developing 44 new care-ready apartments at Addison House, Rumney by February 2023;</li> <li>Commencing development of 101 care-ready apartments at the Maelfa and St. Mellons care-ready schemes by April 2022;</li> <li>Commencing development of 35 older person apartments on the site of Canton Community Hall with a contractor appointed by June 2022 and on-site work underway by October 2022;</li> <li>Commencing development of 44 older person care-ready apartments at Bute Street, with a contractor appointed by August 2022 and on-site work underway by December 2022;</li> <li>Commencing development of older person flats at Moorland Road, with a planning application submitted by May 2022 and on-site work underway by January 2023;</li> </ul>	Dave Jaques / Jane Thomas	Q1	<ul style="list-style-type: none"> <li>Ensure a start on site is achieved for the Maelfa &amp; St. Mellons community living projects.</li> <li>Support Wates to ensure the Addison House development continues to progress in line with the approved programme.</li> <li>Issue the tender pack for the Canton and Bute Street Community Living projects.</li> <li>Submit a planning application for the Moorland Road scheme.</li> <li>Commission further research into the use and management of housing with care with the aim of developing an operating model for the new council Community Living schemes.</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
Q2	<ul style="list-style-type: none"> <li>Conclude the procurement of contractor for the Canton Community Living project and identify the winning bidder.</li> <li>Issue the full Invitation To Tender (ITT) for the Bute Street Community Living project</li> <li>Commence research to inform use of the new Community Living schemes</li> </ul>				
Q3	<ul style="list-style-type: none"> <li>Achieve a start on site for the Canton project and conclude the procurement for a contractor for the Bute Street project.</li> <li>Obtain a planning consent for the Moorland Road project</li> <li>Consider the potential impact of the new operating model for the Community Living scheme on staffing requirements.</li> </ul>				
Q4	<ul style="list-style-type: none"> <li>Achieve a start on site for the Bute Street project and commence the tender process to identify a contractor for the Moorland Road scheme.</li> </ul>				

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<ul style="list-style-type: none"> <li>Submitting the planning application for the Michaelston wellbeing village masterplan by February 2023.</li> </ul>			<ul style="list-style-type: none"> <li>Submit a planning application for the Wellbeing village at the former Michaelston College site.</li> <li>Consider the findings of the research into housing with care models and finalise operating model.</li> </ul>	
CP	<p><b>Support older people to move to more appropriate housing where this will support independence by:</b></p> <ul style="list-style-type: none"> <li>Fully establishing the Rehousing Solutions service that delivers tailored housing support by September 2022;</li> <li>Using extra care and community living housing as an alternative to residential care for both respite and permanent care by reviewing best practice and developing proposals for change by March 2023.</li> </ul>	Jane Thomas / Laura Garvey - Cubbon	Q1	<ul style="list-style-type: none"> <li>Review progress made with actions set out in the Older Persons Housing Strategy, including progress with the changes to older persons housing allocations.</li> <li>Develop a range of data and performance indicators to assess the level / type of housing need and supply and the effectiveness of current community living and extra care housing</li> <li>Establish a cross directorate working group to review the data and consider the next steps</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
Q2	<ul style="list-style-type: none"> <li>Review the success of the Re-housing Solutions Team, finalise purpose and staffing structure and develop proposals for future service development.</li> <li>Further review success of the current community living and extra care housing arrangements and develop proposals for use of the future Community Living Schemes.</li> <li>Link in with providers about current provision and any opportunities for further development</li> <li>Consult with stakeholders on the future use of the Community Living Schemes.</li> </ul>				



Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
			Q3	<ul style="list-style-type: none"> <li>Fully implement the new Older Persons allocations arrangements and other processes for Rehousing Solutions.</li> <li>Consult with RSL partners about the new allocations processes</li> <li>Finalise proposals for use of future Community Living Schemes and consider any care commissioning implications</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Review progress following changes to allocation procedures.</li> <li>Recruit staff to the new community living scheme at Addison House.</li> </ul>	
CP	<p><b>Working in partnership with commissioned care providers to deliver flexible person-centred care that meets current and future needs by:</b></p> <ul style="list-style-type: none"> <li>Establishing a Trusted Partnership agreement to allow care to be adapted by care providers to meet individual need by September 2022;</li> <li>Working with care providers to put in place Local Care Co-ordinators who will be part of multi-agency locality teams by September 2022;</li> <li>Working to reshape the care market to meet future care and support requirements based on the Regional</li> </ul>	Angela Bourge	Q1	<ul style="list-style-type: none"> <li>Develop a task group of key stakeholders, in order to agree the methodology for delivering a Trusted Partner with Cardiff Care Development Block Contract providers, in order to test out the feasibility of implementing more widely.</li> <li>Ensure providers have Local Care Coordinator arrangements in place after 3 months, by reviewing as part of normal contract monitoring arrangements.</li> <li>Consider initial findings in relation to work completed on the Market Stability Report and the published Population Needs Assessment and agree commissioning priorities to reflect findings.</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
			Q2	<ul style="list-style-type: none"> <li>Implement Trusted Partner pilot as part of Cardiff Care Development Partnership arrangements.</li> <li>Action plans to be put in place for those providers who have not put local care-coordinators in place after 3 months.</li> <li>Undertake market engagement / sounding sessions with sector on findings of the Market Stability Report</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<p>Market Sustainability Report and Population Needs Assessment by December 2022;</p> <ul style="list-style-type: none"> <li>Assisting the care sector to move away from general residential towards home-based care and promoting the development of additional high-quality dementia residential and dementia nursing care by December 2022.</li> </ul>			<p>and future commissioning priorities.</p> <ul style="list-style-type: none"> <li>Continue to offer one to one session with providers to discuss the MSR and their future business intentions to support alignment.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Review Trusted Partner pilot and consider lessons learned and feasibility of rolling out more widely across the Domiciliary Care sector.</li> <li>If the findings of the Trusted Partner pilot indicate that the pilot should be rolled out more widely, agree an phased approach to delivering this.</li> <li>Carry out a review of commissioning of care to ensure market development / sustainability is supported (e.g. consider further development of micro-enterprises, use of block contracts etc).</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Develop opportunities to utilise Welsh Government capital funding to provide grants to support providers to enhance the dementia friendly physical environment of homes or extend good quality dementia provision that is already offered – in line with the Market Position Statement.</li> </ul>	
CP	<p><b>Increase the voice and control of citizens in our services and in the commissioning of care and support by:</b></p> <ul style="list-style-type: none"> <li>Developing proposals to move away from a “task and finish” approach to care to focus on well-being outcomes by March 2023;</li> </ul>	Hayley Beynon / Denise Moriarty	Q1	<ul style="list-style-type: none"> <li>Meet with Matrix to discuss the use of new Talentpool function, as an option to employ bank of Personal Assistants for the Local Authority.</li> <li>Consider how the Banking of Hours could be implemented in partnership with Cardiff Cares Development Block Contract providers in order to test out the feasibility of implementing more widely.</li> <li>Ensure service user feedback is a key feature of the</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or</i></p>

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<ul style="list-style-type: none"> <li>Reviewing engagement with older people, and bringing forward proposals for enhancing involvement by September 2022;</li> <li>Working to increase the supply of well-trained personal assistants by reviewing support for direct payments by September 2022;</li> <li>Exploring the provision of care through local micro-enterprises by March 2023.</li> </ul>			new quality assurance frameworks for Dom Care and care homes	working in the city.
			Q2	<ul style="list-style-type: none"> <li>Create marketing campaign for Personal Assistant roles, building on existing Cardiff Cares Academy publicity, updating websites/social media accounts/Job Matching app.</li> <li>Complete commissioning of new advocacy contracts to include advocacy arrangements for older people who live at home.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Meet with Local Authorities who use micro-enterprises for Personal Assistant roles; scoping out preparatory work – linking up Self Employment Advisors to shadow process.</li> <li>Rollout communication strategy to promote new advocacy arrangements internally and via unpaid carers networks and directly information sharing with service users.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Employer Liaison Team to organise a schedule of dedicated local recruitment events for Personal Assistant roles across the city.</li> </ul>	
CP	<p><b>Build on the quality of care provided ensuring that effective quality monitoring is in place by:</b></p> <ul style="list-style-type: none"> <li>Reviewing progress on embedding the Quality Assurance Framework for older persons services by September 2022;</li> <li>Reviewing best practice in dementia residential and nursing homes to inform</li> </ul>	Dawn McGowan / Denise Moriarty / Angela Bourge	Q1	<ul style="list-style-type: none"> <li>Review best practice in other LA areas around Dom Care QA frameworks and develop framework with engagement from key stakeholders.</li> <li>Consider the most appropriate way to obtain feedback from service users and their families</li> <li>Liaise with providers who were recipients of the dementia care grant funding during 2022 and consider impact / outcomes achieved by additional funding.</li> <li>Produce final version of regional procedures regarding escalating concerns and achieve sign off locally and regionally.</li> </ul>	Cardiff is accessible to everyone who is living, visiting or working in the city.

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<p>future commissioning by June 2022;</p> <ul style="list-style-type: none"> <li>Co-producing a Regional Quality Framework for care homes underpinned by local quality assurance arrangements and reviewing quality ratings for both domiciliary and residential care by September 2022;</li> <li>Re-launching the escalating concerns process by June 2022.</li> </ul>			<ul style="list-style-type: none"> <li>Undertake provider &amp; officer engagement to support implementation of the new Escalating Concerns Procedures</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Implement Dom Care QA framework using an incremental approach from June 2022.</li> <li>Consider key messages arising from the IPC review of best practice in dementia services put a steering group of providers and officers together to consider lessons learned and agree next steps to improve dementia care in the city.</li> <li>Implement new Escalating Concerns procedures.</li> <li>Commence development of a local QA framework for care homes underpinned by the overarching regional standards framework.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Finalise QA framework for care homes and agree incremental approach to implementation.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Review work of dementia care steering group and impact on good practice.</li> <li>Review incremental implementation of Dom and Care home QA frameworks and agree next steps regarding phased approach.</li> </ul>	
CP	<b>Value and develop the social care workforce by:</b>	<b>Hayley Beynon / Angela Bourge /</b>	Q1	<ul style="list-style-type: none"> <li>Complete financial modelling for Real Living Wage (RLW) uplift from 1 April 2022 by end of April.</li> <li>Evaluate Cardiff Cares Academy scheme so far, amend processes streamlining the journey for potential carers</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<ul style="list-style-type: none"> <li>Working with the Welsh Government to fully implement the Real Living Wage for care workers in Cardiff by June 2022;</li> <li>Further developing Cardiff Cares Academy to provide training, mentoring and employer support;</li> <li>Providing proactive support to help care workers achieve registration;</li> <li>Working in partnership with providers to grow the care workforce – reviewing the success of the new locality-based Care Development Contracts by September 2022.</li> </ul>	Denise Moriarty		<p>and recruiting care providers.</p> <ul style="list-style-type: none"> <li>Agree RLW Variation of Contract Form for Providers with eligible staff to sign as part of the Fee Uplift Offer for 22/23</li> <li>Complete recommendations and formalise decision on RLW uplift (and annual uplift) via an ODR – by end of April.</li> <li>Administer RLW uplift to eligible providers by end of May 2022</li> <li>Expand on partnership with block contract providers ensuring appropriate candidates are referred to employment opportunities</li> <li>Create new Registration and Qualification Support Officer Post as part of the Training Unit restructure and recruit to post</li> <li>Develop proposals / pilots to support recruitment &amp; retention such as driving lessons / electric vehicles for care workers</li> <li>Implement recruitment dashboard for care development contracts to monitor recruitment activity</li> </ul>	<p><i>To build an inclusive and representative organisation.</i></p>
			Q2	<ul style="list-style-type: none"> <li>Undertake monitoring of implementation of RLW uplift by eligible providers as part of usual contract management arrangements, complying with WG monitoring arrangements Q2 onwards</li> <li>Restructure the Cares Academy team to provide more support for the engagement of customers and front end of provision.</li> <li>Develop links with Providers (internal and external) to support new starters with registration</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>• Develop monitoring arrangements that provide an overview of registration and qualification compliance across the sector and use this information to target support at those providers who are most in need of assistance</li> <li>• Review recruitment dashboard for care development contracts and strengthen as required to monitor recruitment activity</li> <li>• Review success of care development contract to date and hold a “lessons learned” session with providers as part of the Steering Group to inform next steps in the partnership</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Implement monthly focus/feedback sessions with care providers, monitoring of contract outcomes, adapting support as required.</li> <li>• Complete work on RLW clause for new and existing contracts.</li> <li>• Deliver an effective publicity campaign throughout Q3 highlighting care employment opportunities prior to winter</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Set up regular support sessions for care workers with Employment Mentors, implement personal action plans to assist with achieving registration.</li> <li>• Complete review of Cardiff Cares Academy delivery assessing sustainability of delivery model through 22-23.</li> </ul>	
CP	<p><b>Support and value the work of unpaid carers by:</b></p> <ul style="list-style-type: none"> <li>• Reviewing advice services for carers to ensure they meet current needs by June</li> </ul>	Lisa Wood	Q1	<ul style="list-style-type: none"> <li>• Research best practice with regards to advice services for carers.</li> <li>• Map the current carers assessment process.</li> <li>• Map the current respite services available within Cardiff</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<p>2022;</p> <ul style="list-style-type: none"> <li>• Evaluating the current carer’s assessment process and exploring how take-up can be improved by September 2022;</li> <li>• Reviewing the range of respite provided by September 2022;</li> <li>• Ensuring services meet the needs of carers by consulting and co-producing any changes with carers.</li> </ul>			<ul style="list-style-type: none"> <li>• Develop plan to launch a carer consultation group</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>• Undertake consultation on advice services with carers &amp; cross service colleague Focus Groups as well as stakeholders e.g. Carers organisations</li> <li>• Review service users who have had a carers assessment to understand the lived customer experience – scope customer journey</li> <li>• Identify gaps in respite provision - for example, Ethnic Minority carer respite.</li> <li>• Work with new carer consultation group to develop minimum standards for services.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Identify the “as is” position to benchmark advice services and formulate the “to be” aspirations</li> <li>• Undertake consultation with carers, colleagues and 3<sup>rd</sup> sector carer forums and groups around the carers assessment. Develop “to be” aspirations</li> <li>• Identify barriers for carers in participating in respite</li> <li>• Embed process ensuring all related policies, amendments or plans are considered by the carers consultation group</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Development of a Carers Communication Strategy to ensure effective access for carers at all points in their caring pathway.</li> <li>• Support carers to self-identify and develop publicity campaign to include events &amp; activities</li> <li>• Undertake consultation with carers, colleagues and 3<sup>rd</sup> sector carer forums and groups around respite and develop “to be” aspirations</li> <li>• Develop a value-based approach to carer participation e.g. vouchers, celebratory Carers events</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP	<p><b>Support people with dementia to stay at home wherever appropriate by:</b></p> <ul style="list-style-type: none"> <li>Reviewing best practice in supporting people with dementia to live in the community by September 2022;</li> <li>Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home by March 2023.</li> </ul>	Lisa Wood	Q1	<ul style="list-style-type: none"> <li>Review the TATI project to ensure this is delivering the information needed to inform future services.</li> <li>Review our community / advice offer to those with a dementia and their families.</li> <li>Link in with Tech project to understand the technology available and how it can help people to stay at home.</li> <li>Strengthen links between older persons service and Mental Health Services for Older People (MHSOP) and their clinical services to identify how services can be improved.</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city.</i></p>
Q2	<ul style="list-style-type: none"> <li>Review TATI research .</li> <li>Share the findings with colleagues, partners and Third Sector</li> <li>Consider our approach across the diverse communities in Cardiff.</li> <li>Evaluate where we need more research/ commission as needed.</li> </ul>				
Q3	<ul style="list-style-type: none"> <li>Work collaboratively with partners and colleagues to develop a “to be” model of service .</li> <li>Consider the impact of findings on commissioning and how this links with other projects including Locality Work and care home partners.</li> <li>Consider impact on Housing strategies.</li> </ul>				
Q4	<ul style="list-style-type: none"> <li>Develop an implementation plan for implementing the good practice model.</li> </ul>				



Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The percentage of clients who felt able to live independently in their homes following support from Independent Living Services	96%	93%	95%	95%	Carolyne Palmer
CP	The number of people who accessed the Community Resource Team	2080	1722	1633	2,000	Carolyne Palmer
CP	The total hours of support provided by the Community Resource Team	57,882	42,341	39,744	50,000	Carolyne Palmer
CP	The number of people in residential care aged 65 or over per 10,000 population	n/a	76.6	63	No target, but year-on-year reduction	Lisa Wood
CP	The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services	72%	84%	92%	75%	Carolyne Palmer
CP	The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	186	133	112	185	Colin Blackmore
CP	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	6.07	0.00	National data collection suspended	National data collection has been suspended during the Covid-19 pandemic.	Lisa Wood
CP	The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team	89%	n/a	76%	85%	Bev King
CP	The percentage of Council staff completing Dementia Friends training	29.96%	52%	42%	85%	Nicola Pitman
CP	The number of businesses pledging their commitment to work towards becoming Dementia Friendly	20	20	16	40	Nicola Pitman
CP	The number of digital Dementia Friendly City events held	794	558	1.035	600	Nicola Pitman

### Well-being Objective 3: Supporting people out of poverty

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

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP	<b>Support people into work by:</b> <ul style="list-style-type: none"> <li>Continuing to fill current, and deliver new, apprenticeships and trainee opportunities within the Council;</li> <li>Filling over 3,100 Council posts by March 2023 through placements from Cardiff Works;</li> <li>Supporting 1,100 people into work by March 2023 with tailored support by the employment gateway.</li> </ul>	Hayley Beynon /HR	Q1	<ul style="list-style-type: none"> <li>Implement quarterly review meetings with Matrix, to review job roles which can be fulfilled through Cardiff Works.</li> <li>Review current outreach location footfall, amending service provision to ensure all areas of the city are covered, including community buildings, schools and partner organisation venues (i.e. Rise and UHW, engaging members of the public who do not access Council services.)</li> </ul>	<i>To develop and deliver services which are responsive to Cardiff's inequality gap.</i>
			Q2	<ul style="list-style-type: none"> <li>Implement engagement plans for each area of the city to increase referrals to job club sessions and employment projects, targeting priority groups.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Align Cardiff Works with the Employer Liaison function, under the line management of the Assistant Into Work Manager (Employer Liaison &amp; Onsite Construction Academy), linking both teams to support recruiting departments across the Local Authority.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Working with HR, to migrate Cardiff Works Payroll and Billing functions from Matrix across to DigiGov; removing unnecessary manual input, making the service completely digital to allow for further expansion.</li> </ul>	
CP	<b>Better support people into work by further integrating employment support services</b>	Hayley Beynon	Q1	<ul style="list-style-type: none"> <li>Expand the Bright Start Work Placements to external organisations, working with the Employer Liaison Team to secure opportunities for young people.</li> </ul>	<i>To develop and deliver services</i>

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<p><b>and working with partners when new schemes are developed. This will include:</b></p> <ul style="list-style-type: none"> <li>Reviewing employment support services for our most vulnerable young people including those care-experienced or experiencing homelessness, and ensuring these services are fully meeting the clients' needs and addressing any gaps by October 2022;</li> <li>Getting the best social value from Council contracts for employment and training opportunities including creating a new social value officer within the Into Work Service to ensure that opportunities offered are realised by July 2022;</li> <li>Working with the Department of Work and Pensions and Careers Wales on new employment support schemes, creating effective referrals to and from the Into Work Service to best meet the needs of the client;</li> <li>Supporting the Council's Economic Recovery Taskforce, ensuring that into work support is used to mitigate some of</li> </ul>			<ul style="list-style-type: none"> <li>Create new Social Value Officer post from Welsh Government's Young Person Guarantee funding; working with Education to identify and secure opportunities for Into Work customers.</li> <li>Continue to attend regular meetings with DWP, Welsh Government and Careers Wales, to ensure a consistent and fair approach to supporting customers access the most appropriate employment support.</li> <li>Evaluate Cardiff Cares Academy scheme so far, amend processes streamlining the journey for customers and recruiting care providers.</li> <li>Establish regular meetings with the Regional Skills Partnership Group, to map out current funding arrangements and measure the impact on the removal of ESF Funding</li> <li>Create new Adult Learning Trainer posts ready for the new Academic Year. Meet with HR processes are in place to allow the full staffing restructure.</li> </ul>	<p><i>which are responsive to Cardiff's inequality gap</i></p>
			Q2	<ul style="list-style-type: none"> <li>Review the Bright Futures project, working with the PA Service to identify duplication of provision and identify gaps in support; ensuring all care experienced young people are supported.</li> <li>Set up regular meetings with Procurement and the Cardiff Commitment team to ensure all Council contracts/tenders hold an element of social value for priority groups and are accountable against targets.</li> <li>Review the structure of the Into Work team and the focus of employment support from April 2022; set up focus group meetings for each strand of the Into Work team.</li> <li>Establish new Adult Learning programme ready for the new Academic year, programme to be expanded</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<p>the impacts of the economic downturn, especially for the most vulnerable;</p> <ul style="list-style-type: none"> <li>Monitoring and reviewing the success of the Cardiff Cares Academy and Cardiff Works Ready schemes by August 2022 and using these schemes as a blueprint to meet any new or emerging workforce demands in the city;</li> <li>Bidding for alternative funding in preparation for the end of European Social Fund projects;</li> <li>Rolling out the new Adult Learning service by September 2022 and monitoring the impact of this change, reviewing and amending any elements as required by January 2023.</li> </ul>			<p>to weekend and late nights, to include additional short work skills courses and expand outreach locations into schools across the city.</p> <ul style="list-style-type: none"> <li>Joint working with the PA Service in readiness for the Basic Income Pilot Scheme, ensuring a robust programme of support is in place for care experienced young people.</li> <li>Bid for funds from DWP to deliver a supported employment programme.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Working with the Economic Taskforce to identify emerging employment sectors and identifying skills gaps to inform the programme of support delivered by the Adult Learning, Employer Liaison and Employment Mentor teams.</li> <li>Submit regional bid for employment support to the UK Government's Shared Prosperity Fund. Updating Senior Managers and Cabinet Members.</li> <li>Implement the closure of all European Social Funded employment projects; ensuring a seamless hand over of support to other Into Work provision.</li> <li>Cardiff Works Ready 'Get into Call Centre Work' to delivered from outreach locations in conjunction with Adult Learning. Incentives to be offered to recruiting departments.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Roll out the new Into Work Advice Service by March 2023, in line with the new funding arrangements from Welsh Government's Employability Plan and the Shared Prosperity Fund.</li> <li>Review Adult Learning programme and locations, adapting the service as required, according to the needs of the labour market – working in conjunction</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				with the Employer Liaison Team.	
CP	<p><b>Ensure support is available for people impacted by the pandemic and the migration to Universal Credit by:</b></p> <ul style="list-style-type: none"> <li>Ensuring Hub and advice line staff are aware of all schemes available to provide support to residents who have seen a reduction in their income due to Covid;</li> <li>Ensuring all Hub and advice staff are trained to be able to support clients who are being migrated from legacy benefits to Universal Credit from September 2022;</li> <li>Continuing to promote the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness as well as providing advice and guidance;</li> <li>Working closely with Cardiff Foodbank to better understand the causes of food poverty and improving pathways to support;</li> </ul>	Hayley Beynon	Q1	<ul style="list-style-type: none"> <li>All Advice and Hub Staff (including Advice Line and Housing Helpline staff) to have refresher training on Universal Credit and new additional services, including Welsh Government Schemes</li> <li>Review footfall for the Money Advice Team and length of wait times of customers, amending the timetable/frequency of provision where required.</li> <li>Advice Line to reduce the number of call bacs offered to customers (not vulnerable/homebound customers), encouraging customers to return to Hubs for wrap around support.</li> </ul>	To develop and deliver services which are responsive to Cardiff's inequality gap
			Q2	<ul style="list-style-type: none"> <li>Training team to provide new starter and refresher training for Hub Assistants to ensure the Triage process is working effectively, reducing the waiting times for customers in Hubs.</li> <li>Develop the Together for Cardiff campaign, working with the Employer Liaison Team to engage organisations to increase the hardship fund. Providing regular updates to trustees.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Expand locations of provision for Money Advice Team into other community buildings, such as Food Banks, Schools and UHW where relevant.</li> <li>Increase publicity of the Money Advice Team targeting those potentially eligible for DHP and would be unaware of the services prior to the COVID pandemic. Meetings to be held with RSL's monthly and for MAT manager to attend with benefits to ensure tenants are fully supported.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Research and develop funding opportunities for the Money Advice Team to provide additional support for</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<ul style="list-style-type: none"> <li>Building on the “Together for Cardiff” initiative to improve access to the new fuel poverty scheme – delivered in partnership with local businesses and ACE (Action in Caerau &amp; Ely) and co-ordinated through the Money Advice Team – by October 2022.</li> </ul>			the targeted groups of low income and claiming Universal Credit.	
DDP	Understand and respond to the Impact of the migration to UC on Housing Benefit / Council Tax Reduction Scheme case / workloads	<b>Emma Dennett</b>	Q1	<ul style="list-style-type: none"> <li>Research and understand the reduction in numbers on existing HB caseload with appropriate timelines.</li> </ul>	<i>To develop and deliver services which are responsive to Cardiff’s inequality gap</i>
		Q2	<ul style="list-style-type: none"> <li>Ensure that Council Tax Reduction Scheme (CTRS) take up continues to be at expected levels. Addressing and resolving any downward trend by promoting and publicising CTRS scheme widely. Reviewing existing arrangements with DWP to ensure that CTRS notifications are timely and accurate.</li> </ul>		
		Q3	<ul style="list-style-type: none"> <li>As migration commences monitor the impacts addressing any issues.</li> </ul>		
		Q4	<ul style="list-style-type: none"> <li>Review the migration process, understand the remaining caseload and continuing reduction as any remaining claims still require to be migrated.</li> </ul>		
DDP	Administer and promote additional funding schemes including New Welsh Government hardship / funding schemes / Discretionary Housing Payment	<b>Emma Dennett</b>	Q1	<ul style="list-style-type: none"> <li>Establish details of new schemes and source and implement any new databases required</li> <li>Lobby Welsh Government for additional funds to increase DHP monies. Work with internal services and RSL to set a budget for DHP spend for 22/23</li> </ul>	<i>To develop and deliver services which are responsive to</i>
		Q2	<ul style="list-style-type: none"> <li>Create new procedures and finalise and new audit /finance requirements for the new schemes.</li> <li>Promote new schemes to ensure maximum take up.</li> </ul>		
		Q3	<ul style="list-style-type: none"> <li>Monitor Free School Meals and Uniform Grant</li> </ul>		

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				numbers obtaining additional resources to deal with demand if required.	<i>Cardiff's inequality gap</i>
			Q4	<ul style="list-style-type: none"> <li>Evaluate and review the outcomes of the new schemes to ensure best practice and reporting methods, drawing down additional funding if required.</li> </ul>	
CP	<p><b>Support the high demand of job vacancies in the construction industry by:</b></p> <ul style="list-style-type: none"> <li>Creating a robust pathway from the Onsite Construction Academy (OCA) to the Council's new Responsive Repairs Academy and creating work experience, new apprenticeships and traineeships which will lead into employment in a trade by December 2022;</li> <li>Creating a Taskforce Group with representation from contactors, recruitment agencies, trade associations and housing associations to promote the OCA and source opportunities for learners;</li> <li>Creating an OCA pledge to encourage buy-in from work experience, employment and apprenticeship providers by November 2022.</li> </ul>	Hayley Beynon	Q1	<ul style="list-style-type: none"> <li>Establish a robust referral mechanism to ensure OCA candidates who have completed training, are supported to apply for apprenticeships and traineeships in the new Responsive Repairs Academy.</li> <li>Set up schedule of satellite training courses and outreach events around the region, concentrating on areas with lower referral rates.</li> </ul>	<i>To develop and deliver services which are responsive to Cardiff's inequality gap</i>
			Q2	<ul style="list-style-type: none"> <li>Working with Procurement to set up a training framework for the OCA, utilising local training providers across the region, ensuring value for money.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>In conjunction with Procurement and new Social Value Officer post, formalise relationships with employers and apprenticeship provider to encourage buy in for the OCA through a pledge.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Exit strategy to be formalised, exploring funding options to continue the OCA past 2024.</li> <li>Review progress of onsite construction academy with partners, stakeholders and CITB, against project profile, amending and adapting provision where needed.</li> </ul>	

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The number of Council posts filled through placements from Cardiff Works	n/a	4,075	4,593	3,100	Hayley Beynon
CP	The number of interventions which supported people receiving into work advice through the Employment Gateway	51,449	49,756	62,512	51,000	Hayley Beynon
CP	The number of clients who have received tailored support through the Employment Gateway and who secured work as a result of the support received	1,050	814	1,241	1,100	Hayley Beynon
CP	The percentage of those supported through targeted intervention who ceased engagement with no verified positive destination	n/a	6.08%	15%	<14%	Hayley Beynon
CP	The number of employers which have been assisted by the Council's employment support service	191	237	266	275	Hayley Beynon
CP	The number of customers helped with Covid-related and Universal Credit financial support	New measure	New measure	New measure	3,000	Hayley Beynon
CP	Additional weekly benefit identified for clients of the Advice Team	£15,865,681	£15,447,013	£17,220,466	£14,500,000	Hayley Beynon
CP	The number of hours given volunteering within the Advice & Benefits Service	7931	3,066	6,722	5,000	Hayley Beynon
CP	The percentage of volunteers aiming to secure future employment who ceased volunteering as a result of finding work	n/a	61%	86%	85%	Hayley Beynon



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

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP	<p><b>Deliver the strategic priorities within the new Housing Support Programme strategy</b> including developing a detailed Rapid Rehousing Transition Plan by September 2022 to:</p> <ul style="list-style-type: none"> <li>• Greatly improve the offer to private landlords, extending the range of incentives available and promoting the leasing schemes;</li> <li>• Increase move-on options for single homeless people, including the development of managed housing schemes;</li> <li>• Increase Housing First provision and the access to intensive support in the community;</li> <li>• Extensively promote and support mutual exchanges to address housing need among social tenants.</li> </ul>	<p><b>Laura Garvey-Cubbon / Matt Evans / Naomii Thomas</b></p>	Q1	<ul style="list-style-type: none"> <li>• Develop a detailed Rapid Rehousing Transition Plan</li> <li>• Complete rebranding of the PRS Leasing Schemes which includes increased incentives that have been developed to encourage increased take up of PRS properties within homeless services.</li> <li>• Publicise the schemes via various publicity streams such as social media/HUBs</li> <li>• Complete data analysis to determine which properties/tenants could be considered for change from temporary to permanent accommodation.</li> <li>• A coordinator has been employed to discuss options available with current landlords on the Housing Leasing Scheme to either move to the new PRS Welsh Government scheme, another leasing scheme or sign a new short-term lease.</li> <li>• Fully establish the Community Response Team to support clients to sustain their accommodation and avoid the “revolving door” of homelessness, including the recruitment of officers.</li> <li>• Conduct a review of Housing First project post-pandemic and create an action plan for expansion of the schemes.</li> <li>• Develop a communications plan to promote mutual exchanges</li> <li>• Encourage partner RSL’s to promote mutual exchanges &amp; monitor success via the Allocations and RSL partnership meeting.</li> </ul>	<p><i>To develop and deliver services which are responsive to Cardiff’s inequality gap</i></p>
Q2	<ul style="list-style-type: none"> <li>• Seek approval from Cabinet for the Rapid Rehousing Transition Plan &amp; submit final draft to Welsh</li> </ul>				

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<p>Government</p> <ul style="list-style-type: none"> <li>• Complete data analysis to monitor the number of PRS landlords working with homeless services, assess those new to the service and the incentives they received and any that have left and the reason for this.</li> <li>• Complete data analysis on existing TA stock to check on demand and when properties on the Housing Leasing Scheme can be phased out.</li> <li>• Handover of first managed accommodation scheme from contractors to the authority and begin move-in process with a view to achieve full capacity by end of Q2.</li> <li>• Ensure managed accommodation scheme is sufficiently staffed via recruitment.</li> <li>• Implement the communications plan to promote mutual exchanges</li> <li>• Continue to encourage partner RSL's to promote mutual exchanges &amp; monitor success via the Allocations and RSL partnership meeting.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Review new branding and incentive package for PRS landlords based on analysis of what has worked and in line with current funding and affordability to deliver.</li> <li>• Review properties on Housing Leasing Scheme and continue with phasing out programme.</li> <li>• Review impact of first managed accommodation scheme and impact this has on Frontline Accommodation and rough sleeping.</li> <li>• Advertise and launch new "SwapTracker" live online portal for mutual exchanges.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
			Q4	<ul style="list-style-type: none"> <li>Identify priorities, key challenges, and resource planning for Rapid Rehousing. Set milestones and target dates for objectives.</li> <li>Review current position of the Housing Leasing Scheme and consider if any remaining properties on the scheme need to be phased out or kept as ongoing TA accommodation.</li> <li>Expand the SAIL scheme to 20 units by the end of the financial year.</li> <li>Expand Housing First scheme by an additional 10 units by the end of the financial year.</li> <li>Review success of new online “Swap Tracker” portal for mutual exchanges and promote its use through the Community Hubs.</li> </ul>	
CP	<p><b>Encourage early take-up of housing advice and homeless prevention services by:</b></p> <ul style="list-style-type: none"> <li>Developing and implementing a communications plan by July 2022 to widely promote the help available to prevent homelessness;</li> <li>Increasing the accessibility of specialist housing advice, mediation, and prevention services by providing these through the Community Hubs by August 2022;</li> <li>Reviewing the prisoner and hospital</li> </ul>	Hayley Beynon / Laura Garvey Cubbon	Q1	<ul style="list-style-type: none"> <li>Align Housing Solutions and Prevention Teams under one Manager. Review current procedures, ensuring customers are supported timely at the prevention stage, stopping where possible, customers reaching crisis point and impacting on HOC and Temporary Accommodation.</li> <li>Recruit into vacant hospital prevention officer role</li> <li>Take part in homeless impact organisations pathway for prisoners. Identify areas for improvements.</li> <li>Work with Her Majesty’s Prison &amp; Probation Service (HMPPS) to develop accommodation for prisoners homeless on release as funding allows for first 12 weeks</li> </ul>	To develop and deliver services which are responsive to Cardiff’s inequality gap
Q2	<ul style="list-style-type: none"> <li>Relocate Housing Helpline from Dominian’s Way to suitable location within the city; look at potential options in Llanrumney Hub, County Hall and Central Library Hub.</li> </ul>				

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	discharge pathways to ensure they are working effectively by December 2022.			<ul style="list-style-type: none"> <li>• Ensure recording and monitoring of data (stats and trays) are accurate and timely; setting up schedule of audits and training for staff.</li> <li>• Resume hospital pathway, monitor demand and review effectiveness</li> <li>• Implement improvements in consultation with partners in HMPPS</li> <li>• Work with accommodation and recommissioning service to identify suitable accommodation for prisoners of up to 20 units</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Introduce a combined Housing Solutions &amp; Prevention Officer service in Community Hubs across the city. Officers working in partnership to support customers in a timely manner, reducing waiting times.</li> <li>• Review Rent Rescue procedure to ensure it is working currently, and funding is being fully utilised.</li> <li>• Consider appointing support officer to assist hospital prevention officer</li> <li>• Review effectiveness of changes to prisoner pathways</li> <li>• Launch new accommodation for prisoners</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Set up regular meetings with PRS team, to look at length of time support is given to customers/landlords; review current processes, look at what can be done to support changes through the new combined Housing Solutions &amp; Preventions team (including property visits, rent and bond in advance).</li> <li>• Review effectiveness in partnership with Health services</li> <li>• Continue to monitor and review the Prisoner Pathway</li> <li>• Review if there is scope to increase number of units for prisoners funded by HMPPS</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP	<p><b>Embed an assessment/ triage approach for all those presenting as homeless by:</b></p> <ul style="list-style-type: none"> <li>Ensuring need is properly identified for both individuals and families, and that housing and support plans are tailored to individual need;</li> <li>Ensuring our family homeless centres offer appropriate support by working with Early Help and other partners;</li> <li>Reviewing the success of the Single Homeless Assessment Centre and consider future development of the scheme.</li> </ul>	Laura Garvey Cubbon / Matt Evans	Q1	<ul style="list-style-type: none"> <li>Review Homeless Personal Housing Plans to ensure that in depth assessment of clients housing need is captured and used to develop the most appropriate pathway into settled accommodation including single people with and without support needs.</li> <li>Review the Accommodation &amp; Support Needs Assessment</li> <li>Finalise the Supported Accommodation and Assessment restructure by ensuring all posts within Family Accommodation and the case co-ordinator have been recruited and create action plan for opening of new buildings.</li> <li>Work with partners to ensure that Diversionary Activities are established within Gasworks</li> </ul>	<p><i>To develop and deliver services which are responsive to Cardiff's inequality gap</i></p>
Q2	<ul style="list-style-type: none"> <li>Create briefing and staff instructions to ensure Personal Housing Plans are specific to single clients.</li> <li>Undertake audits of Personal Housing Plans for single clients to ensure they are person specific.</li> <li>Review Family assessment process to ensure we are capturing appropriate information to inform referral to partners.</li> <li>Undertake a full training needs analysis of Family Services and develop a training action plan.</li> <li>Review the effectiveness of the Wellbeing assessment process to include feedback from partner organisations.</li> </ul>				
Q3	<ul style="list-style-type: none"> <li>Monitor audit outcomes and review Personal Housing Plans to ensure they are fit for purpose to capture information to create a housing pathway for homeless clients.</li> <li>Review current working arrangements with Early Help</li> </ul>				

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				and other partners. <ul style="list-style-type: none"> <li>Establish new office and community space in the Briardene Scheme.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Undertake a review on the effectiveness of the Assessment Centre on the cycle of homelessness for those individuals accessing via this route.</li> <li>Review the effectiveness of Diversionary Activities within Gasworks</li> </ul>	
CP	<p><b>Ensure that the complex needs of homeless people are met by:</b></p> <ul style="list-style-type: none"> <li>Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate;</li> <li>Ensuring that appropriate health and support services are available in hostels and supported accommodation;</li> <li>Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer;</li> <li>Continuing to support and assist rough sleepers to access and maintain</li> </ul>	Matt Evans	Q1	<ul style="list-style-type: none"> <li>Launch a Pilot Young Persons Specific Multi-agency team. This is to include the recruitment of staff, development of objectives and identification of target group.</li> <li>Review current makeup of medical facilities and health input in hostels and supported accommodation and develop an action plan to address need.</li> <li>Review effectiveness of the Outreach partnership with the Wallich and Salvation Army. Identify improvements if required.</li> <li>Following the lifting of covid restrictions, Diversionary Activities Service to begin re-establishing street-based support and access to activities.</li> </ul>	<i>To develop and deliver services which are responsive to Cardiff's inequality gap</i>
			Q2	<ul style="list-style-type: none"> <li>Review RAPS element of MDT, with a view of identifying barriers to mainstream services.</li> <li>Following the re-commissioning of Substance Misuse services, engage with successful partner and ensure effective working relationships are formed and continuity of support.</li> <li>Review current training requirements across complex needs service, ensuring suitable courses and training organisations are identified.</li> <li>Develop role specific training plans for each role.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>	
	accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.		Q3	<ul style="list-style-type: none"> <li>Review Pilot of Young Persons MDT, identify any additional professions to compliment as well as reviewing resources required.</li> </ul>		
			Q4	<ul style="list-style-type: none"> <li>Review impact of the Diversionary Activities Team to ensure meaningful opportunities to access training and volunteer schemes.</li> <li>Review Diversionary Activities Street Based support.</li> </ul>		
CP	<p><b>Improve the quality of our supported accommodation by:</b></p> <ul style="list-style-type: none"> <li>Delivering the planned supported housing scheme for single people at Adams Court, with the first phase completed by April 2022 and final completion by December 2022;</li> <li>Delivering the new family homelessness centre at the Gasworks by June 2022 and progressing with the construction phase of the scheme at Harrison Drive by March 2023;</li> <li>Phasing out accommodation that no longer meets the required standards.</li> </ul>	<p><b>Matt Evans / Dave Jaques / Laura Garvey-Cubbon/ Louise Bassett</b></p>	Q1	<ul style="list-style-type: none"> <li>Completion of first phase of Adams Court, movement of residents from existing into newly completed units.</li> <li>Ensure that all residential units are completed and handed over at the Gasworks site by end of June 2022, with the aim to begin use immediately. Phase 2 of supported houses review to commence; 104 units due to close by March 2023 - Meetings to be held with partners to discuss closure plans and timetable</li> </ul>	<p><i>To develop and deliver services which are responsive to Cardiff's inequality gap</i></p>	
			Q2	<ul style="list-style-type: none"> <li>Aim to stop temporary use of Ty Clyd (HOC) as emergency accommodation in line with the opening of the first managed scheme</li> <li>Individual housing plans to be developed in partnership with providers for occupants in schemes to be phased out.</li> <li>Alternative use of properties which are due to close to be explored and options for repurposing developed. Review planned closures of schemes to ensure March 2023 date for closure is achievable, adjust target date if appropriate</li> </ul>		
			Q3	<ul style="list-style-type: none"> <li>Completion of Adams Court phase 2 and handover to Authority in September 22.</li> <li>Review the success of the Gas Works scheme opening</li> </ul>		

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				and impact on Temporary Accommodation Fortnightly meetings to be held with partners to manage the scheme closure process	
			Q4	<ul style="list-style-type: none"> <li>• Complete review of Adams Court scheme to ensure roles and responsibilities of officers are set and agreed, to ensure compliance with all Health &amp; Safety requirements and any snagging issues are resolved.</li> <li>• Handover of Harrison Drive from Contractors to the Council.</li> <li>• Set action plan for opening of Harrison Drive Scheme</li> <li>• Continue to review and undertake option reviews on all supported accommodation sites in readiness for phase 3 closure/remodelling</li> <li>• Complete Phase 2 closures by March 2023</li> </ul>	
CP	<p><b>Prevent youth homelessness and ensure that young people leaving care are supported by:</b></p> <ul style="list-style-type: none"> <li>• Reviewing and enhancing advice and mediation services, with particular regard to young people;</li> <li>• Considering targeted interventions and support for school-aged children and their families;</li> <li>• Ensuring the young person's gateway accommodation meets current needs, reviewing and increasing capacity within</li> </ul>	<p><b>Laura Garvey-Cubbon / Hayley Beynon / Dave Jaques</b></p>	Q1	<ul style="list-style-type: none"> <li>• Create an additional Miles Youth Mentor post, using Welsh Government's Young person Guarantee funding, to allow expansion of support in all Youth Hostels and Children's Homes.</li> <li>• Young persons marketing strategy to be created to increase advice and a better understanding of options to young people and reduce those presenting to homeless services at crisis point.</li> <li>• Meet with partners to develop a virtual youth hub as a one stop shop for young people to ensure that wherever they present they are advised and referred into homeless services.</li> <li>• Consider options to bring awareness of homelessness, how to identify those at risk and ensure young people are aware of options, source providers to develop apps to be used in school along with marketing for schools</li> </ul>	<p><i>To develop and deliver services which are responsive to Cardiff's inequality gap</i></p>



Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<p>the gateway as needed;</p> <ul style="list-style-type: none"> <li>Developing the Citadel supported housing scheme for young people with complex needs.</li> </ul>			<ul style="list-style-type: none"> <li>Ensure that the Officer Decision Report (ODR) required to include the Citadel site within the Cardiff Living programme is in place</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Supporting the Youth Justice Service with employment, UC and housing advice through a new dedicated Youth Mentor role; providing the service in Youth Justice outreach venues.</li> <li>Develop apps for schools</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Deliver new virtual youth homeless hub</li> <li>Roll out within pilot schools use of homeless apps within specific schools.</li> <li>Work with Wates to ensure a start on site for the Citadel can be achieved by August 2022</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Work towards a Youth Advice Hub, with dedicated Advice staff specialising in youth advice, including money/debt, employment, housing, homelessness.</li> <li>Monitor and evaluate effectiveness of virtual youth homeless hub, amend delivery and increase relevant partners to improve service.</li> <li>Evaluate effectiveness of school homeless apps, amend and update as required and increase roll out to more schools</li> </ul>	
DDP	<p>Continue to improve our specialist pathways for refugees by:</p> <ul style="list-style-type: none"> <li>Building on the improved communication with the Home Office regarding refugees</li> <li>Working with Welsh Government and the third sector to address the issue</li> </ul>	<b>Laura Garvey-Cubbon</b>	Q1	<ul style="list-style-type: none"> <li>Work with the home office to continue and improve information sharing developed during the pandemic for Asylum Seekers.</li> <li>Continue to work with the British Red Cross to improve information sharing for family reunions.</li> <li>Work with third sector partners to increase host schemes in Cardiff to house those with No Recourse to Public Funds (NRPF) and legal services to help clients to have recourse to public funds and eligible to housing and benefits.</li> </ul>	<i>To develop and deliver services which are responsive to</i>

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	of those with no recourse to public funds			<ul style="list-style-type: none"> <li>Assess those currently housed under the “everyone in” policy to find a move on option to prevent rough sleeping.</li> </ul>	<i>Cardiff’s inequality gap</i>
			Q2	<ul style="list-style-type: none"> <li>Monitor information sharing with the Home Office and work with partners in Welsh Government to seek to improve any areas that are not working</li> <li>Conduct research to increase host schemes for those with NRPF including working with RSL’s and third sector partners.</li> <li>Create a pathway for those with NRPF, working with third sector partners, accommodation providers and homeless services</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Continue to monitor and evaluate information sharing with home office.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Monitor effectiveness of pathway for those with NRPF and continue to increase hosts scheme provision and legal advice and support.</li> </ul>	
DDP	Gain a better understanding of how homelessness affects diverse groups such as single men, those from ethnic minority communities and the LGBTQ+ community.	Laura Garvey-Cubbon	Q1	<ul style="list-style-type: none"> <li>Break down the client groups that appear to be adversely impacted and develop a data set that identifies issues.</li> </ul>	<i>To develop and deliver services which are responsive to Cardiff’s inequality gap</i>
			Q2	<ul style="list-style-type: none"> <li>Carry out data analysis</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Carry out consultation with those most affected to identify why services are not meeting their needs</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Compile findings</li> </ul>	
DDP	Reduce overcrowding in the city	Laura Garvey-Cubbon / Colin Blackmore	Q1	<ul style="list-style-type: none"> <li>Investigate current overcrowding statistics in order to inform physical/accommodation need.</li> <li>Consider possible solutions to overcrowding</li> </ul>	<i>To develop and</i>
			Q2	<ul style="list-style-type: none"> <li>Communicate overcrowding statistics to the wider “overcrowding solution team”.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>Present possible overcrowding solutions</li> </ul>	<i>deliver services which are responsive to Cardiff's inequality gap</i>
			Q3	<ul style="list-style-type: none"> <li>Consider strategy of allocating larger properties</li> <li>Pilot overcrowding solution</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Implement overcrowding allocations strategy</li> <li>Explore overcrowding solutions at scale</li> </ul>	

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	The percentage of households threatened with homelessness successfully prevented from becoming homeless	78%	76%	83%	80%	Laura Garvey – Cubbon
CP	The total number of rough sleepers in the city	n/a	n/a	18	<20	Matt Evans
CP	The number of rough sleepers supported into accommodation	200	197	195	160	Matt Evans
CP	The percentage of rough sleepers housed in the previous month who have maintained their accommodation	n/a	n/a	62%	65%	Matt Evans
CP	The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	89%	95%	80%	75%	Matt Evans
CP	The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	95%	93%	82%	80%	Matt Evans

**Well-being Objective 4: Safe, confident and empowered communities**

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

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Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		* <a href="#">Link to Equality Objective</a>
CP	<p><b>Expand the scale, pace and carbon-efficiency of the council house building programme by:</b></p> <ul style="list-style-type: none"> <li>• Building over 4,000 new homes to include; -2,800 affordable homes; -and 1,200 homes for sale;</li> <li>• Implementing an accelerated model of delivery, reducing the time it takes to get from planning approval stage to start on-site</li> <li>• Decarbonising the programme, moving rapidly towards a net-zero carbon standard.</li> </ul>	Dave Jaques	Q1	<ul style="list-style-type: none"> <li>• Provide a briefing to Cabinet on the development programme, progress to date and vision for the future direction.</li> <li>• Appoint consultants to review our future programme to explore different delivery routes and to identify a preferred model of delivery that will ensure scale and pace is achieved.</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city</i></p>
Q2	<ul style="list-style-type: none"> <li>• Ensure the Cardiff Design Guide reflects the objectives of the One Planet Cardiff strategy but also that a clear position on the delivery of low carbon homes through our programme is adopted – ensuring we can adopt a low-carbon standard that remains viable across our entire programme.</li> </ul>				
Q3	<ul style="list-style-type: none"> <li>• Submit a Cabinet Report identifying a preferred approach to delivering future sites ensuring we continue to deliver new homes at scale and pace.</li> </ul>				
Q4	<ul style="list-style-type: none"> <li>• Adopt the new strategy for delivery and the deliver at scale &amp; pace. Achieve approval for the low-carbon strategy.</li> </ul>			<p><i>Cardiff is accessible to everyone who is living, visiting or working in the</i></p>	
CP	<p><b>Invest in the regeneration of local communities by:</b></p> <ul style="list-style-type: none"> <li>• Implementing improvement schemes for existing housing estates across the city based on the priorities identified in the</li> </ul>				Rebecca Hooper

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>	
	<p>current Estate Regeneration Programme;</p> <ul style="list-style-type: none"> <li>• Designing a new cohesive development and regeneration programme where it is feasible to join up new build with wider estate regeneration, providing a co-ordinated approach and delivering wider benefits to our local communities;</li> <li>• Securing Welsh Government Targeted Regeneration Investment Programme (TRIP) funding to deliver regeneration initiatives in: <ul style="list-style-type: none"> <li>-The South Riverside Business Corridor and wider district and local centres;</li> <li>-Other schemes including the Roath and Adamsdown business corridor, and improvement schemes on Cowbridge Road East;</li> </ul> </li> <li>• Implementing a further three-year programme for Neighbourhood Renewal Schemes based on ideas submitted by Ward Members;</li> <li>• Delivering the 'Michaelston College' multi-generational wellbeing village,</li> </ul>			<p>applications.</p> <ul style="list-style-type: none"> <li>• Commence a start on site for one estate regeneration scheme</li> <li>• Achieve a layout 'freeze' for the Michaelston Well-being village masterplan and undertake a 2<sup>nd</sup> public engagement event in June 2022.</li> </ul>	<p><i>city</i></p>	
			Q2	<ul style="list-style-type: none"> <li>• Complete scoping work for a future estate regeneration scheme at Caerwent Rd/ Penmark Green</li> <li>• Complete the Llanishen Park NRS project</li> <li>• Prepare a proposal for utilising remaining NRS funding which can be flexible to account for the potential to fund a 3 year programme (subject to funding)</li> <li>• Complete initial transport feasibility work for Cowbridge Rd East/ South Riverside Business Corridor and review next steps for delivering a regeneration scheme.</li> <li>• Commence a start on site for estate regeneration scheme 2</li> <li>• Update the Michaelston well-being village masterplan to take on board issues raised by the local community and undertake pre-application consultation</li> </ul>		
			Q3	<ul style="list-style-type: none"> <li>• Commence scoping work on a future estate regeneration programme</li> <li>• Launch a round of NRS funding through seeking ward member ideas</li> <li>• Prepare TRIP funding applications in line with an agreed project pipeline of feasibility, master planning and scheme delivery.</li> <li>• Commence a start on site for estate regeneration</li> </ul>		

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	delivering older person and family housing and bringing together health, housing and community facilities into one sustainable and transformational project.			scheme 3 (subject to funding) <ul style="list-style-type: none"> <li>Implement the Pre-Application Consultation process (PAC) for the Michaelston project</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Complete the NRS schemes for Splott Park 3G and Old St Mellons.</li> <li>Appraise and prioritise NRS schemes for future funding.</li> <li>Complete 2 estate regeneration schemes - Pennsylvania and Lincoln Court.</li> <li>Complete a draft future estate regeneration scoping exercise for consideration with coordinated development &amp; regeneration programmes.</li> <li>Submit a planning application for the Michaelston wellbeing village masterplan.</li> </ul>	
CP	<b>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</b> <ul style="list-style-type: none"> <li>Progressing plans for a Youth Hub in the city centre and working with partners to deliver new provision at the Ely Youth Hub;</li> <li>Working with the University Health Board on the Maelfa Health &amp; Wellbeing Hub, Ely &amp; Caerau Parkview Wellbeing Hub and on developing new joint Hubs on strategic planning sites;</li> <li>Collaborating with the Health Board to</li> </ul>	Rebecca Hooper / Bev King	Q1	<ul style="list-style-type: none"> <li>Review options for the delivery of a city centre youth hub</li> <li>Commence work on site for the Rhiwbina Hub project</li> <li>Prepare youth engagement strategy with internal and external partners on the city centre youth hub</li> <li>Support CAVUHB to submit an outline planning application and business case for the Ely &amp; Caerau Parkview Wellbeing Hub</li> <li>Establish further links within Health Board to expand on screening training / Falls prevention available for Health &amp; Wellbeing Officers/Hub Staff</li> </ul>	<i>Cardiff is accessible to everyone who is living, visiting or working in the city</i>
			Q2	<ul style="list-style-type: none"> <li>Work with CAVUHB to complete the joining of the new health building to the Powerhouse building</li> <li>Agree Heads of Terms with CAVUHB for the Ely&amp; Caerau Parkview Wellbeing Hub</li> <li>Appoint a design team to take forward the city centre youth hub scoping work</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	promote wider health benefits and screening information through the Hubs.			<ul style="list-style-type: none"> <li>Economic development to prepare and submit funding bids for the proposed Ely Youth Hub</li> <li>Following training, establish a programme of screening &amp; gentle exercise events across Hubs/Libraries linking into ongoing national campaigns</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Jointly open the new combined Maelfa Wellbeing Hub and complete all related lease and operational requirements.</li> <li>Prepare a Cabinet report on proposals for the city centre youth hub project</li> <li>Progress joint design work on combined Health and Wellbeing hubs for strategic sites at Lisvane and Plasdwr.</li> <li>Ensure screening advice sessions in the Hubs are widely promoted working with Health &amp; Wellbeing engagement coordinators to ensure all ages &amp; communities are included.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Complete the Rhiwbina Hub project</li> <li>Complete detailed designs for the city centre youth hub</li> <li>Economic Development to prepare a business plan for the Ely Youth Hub project.</li> <li>Evaluate sessions in the Hubs, both screening Advice and Falls prevention to ensure demand is being met and all community areas targeted whilst linking into Hub Health &amp; Wellbeing Events</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
DDP	Progress with delivery of Community Hubs programme -2022 refurbishment to Rhiwbina Library.	Bev King	Q1	<ul style="list-style-type: none"> <li>Prepare building for closure and find alternative venues for book &amp; community provision</li> </ul>	<i>Cardiff is accessible to everyone who is living, visiting or working in the city</i>
			Q2	<ul style="list-style-type: none"> <li>Ensure book &amp; community need is sufficient &amp; Health &amp; Wellbeing advice is available within the district</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Prepare to reopen Rhiwbina Hub following refurbishment, creating publicity and new event programme to welcome customers back.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Conduct survey asking customers what further services/ advice / Health &amp; Wellbeing activities they would like to see in the new facility.</li> </ul>	
CP	<p><b>Prepare and adopt a new Regeneration Strategy by February 2023 to support district and local centres, and 15-minute city principles including:</b></p> <ul style="list-style-type: none"> <li>Aligning with funding sources such as Welsh Government's Transforming Towns Programme;</li> <li>Joining up schemes and themes across the Council;</li> <li>Considering housing-led regeneration projects.</li> </ul>	Rebecca Hooper	Q1	<ul style="list-style-type: none"> <li>Hold internal workshop to coordinate a new project pipeline for future TRIP funding priorities &amp; applications. Incorporating district and local centre project ideas.</li> </ul>	<i>Cardiff is accessible to everyone who is living, visiting or working in the city</i>
			Q2	<ul style="list-style-type: none"> <li>Draft an overarching framework for the regeneration of district and local centres</li> <li>Consult internal teams on the framework and how schemes and centres are prioritised</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Agree the principles and priorities identified and seek approval for the strategy</li> <li>Develop a 'minimum requirements' document that will set out the requirements the council has for all regeneration projects including the move to low-carbon and the promoting of green infrastructure and SUDs wherever possible.</li> <li>Prepare wider engagement on the strategy</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Agree a pipeline of funding bids to be worked through</li> </ul>	



Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP	<p><b>Work in partnership with Registered Social Landlords to maximise the amount of affordable housing that can be delivered through the Social Housing Grant Programme by:</b></p> <ul style="list-style-type: none"> <li>Achieving a full spend of allocated Welsh Government funding;</li> <li>Maximising opportunities to secure additional monies.</li> </ul>	Dave Jaques	Q1	<ul style="list-style-type: none"> <li>Update the Social Housing Grant Programme Development Plan (PDP) to ensure a full allocation of SHG including slippage is achieved for 21/22 and brief the RSLs on the 'Gap Analysis' database.</li> </ul>	<p><i>To develop and deliver services which are responsive to Cardiff's inequality gap</i></p>
			Q2	<ul style="list-style-type: none"> <li>Review the current affordable housing planning policy with senior managers to determine if changes are required to ensure we can maximise the delivery of the affordable homes that we need to tackle the identified housing need.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Provide an update to the senior management team on the Local Housing Market Assessment and the proposed changes to the Affordable Housing SHG.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Update the PDP to ensure any slippage in SHG spend across Wales can be picked up by the Cardiff programme.</li> <li>Update the gap analysis database and provide an update to the RSL development teams in the Q4 reviews.</li> </ul>	
CP	<p>Work in partnership across the directorate and with partner Housing Associations to <b>enable a range of specialist and supported accommodation to be delivered</b> to respond to their associated housing needs.</p>	Dave Jaques	Q1	<ul style="list-style-type: none"> <li>Work with Adult and Children Services to complete a detailed housing need assessment</li> </ul>	<p><i>To develop and deliver services which are responsive to Cardiff's inequality gap</i></p>
			Q2	<ul style="list-style-type: none"> <li>Brief the RSL development teams as to the housing need moving forward and develop a 5 year delivery programme identifying sites that will deliver supported housing.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Provide an update on progress to senior management and review with Adults &amp; Childrens Services</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Update the gap analysis to include supported accommodation</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
DDP	Implement the new Renting Homes Act (2016)	Helen Evans	Q1	<ul style="list-style-type: none"> <li>• Recruitment of a Project Manager and Service Development Officer.</li> <li>• Create a project plan to encompass the main changes being brought in by the Act, assign a responsible person and timescales.</li> <li>• Review regulations, guidance for landlords and draft model occupation contracts provided by Welsh Government.</li> <li>• Initiate working groups based on an agreed meeting structure, which ensures partnership working with RSL's, other Local Authorities, Support Providers, Legal Services and internal housing teams.</li> <li>• Develop new process maps</li> <li>• Draft and consult with Legal Services and internal housing teams on new occupation contracts.</li> <li>• Overview training for all staff including changes to procedures.</li> <li>• Develop communications plan to inform existing tenants on the changes.</li> <li>• Ensure working carbon monoxide detectors are installed across all our housing stock.</li> <li>• Ensure all new contract holders have a smoke alarm fitted in their properties.</li> <li>• Begin programme of checking that all existing contract holders have a working smoke alarm fitted.</li> <li>• Link in with Private Sector Housing &amp; Rent Smart Wales to understand the impact of the act on Landlords</li> <li>• Amend Cardiff Council website with changes.</li> <li>• Brief C2C call handlers on changes.</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>• Review the project plan</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>• Initiate meetings with Welsh Government RHA lead for Q&amp;A sessions, on topics and issues which require further clarification.</li> <li>• Final draft version of new occupation contracts.</li> <li>• Seek approval from Cabinet of changes to be implemented.</li> <li>• Continue to train staff</li> <li>• Begin process of sending all contract holders a new contract and ensure this is saved to their housing file.</li> <li>• Continue to seek advice from internal and external Legal Services.</li> <li>• Continue to meet with RSL's, other Local Authorities, Support Providers, Legal Services and internal housing teams.</li> <li>• Ensure all training, procedures and policies are updated to reflect changes from implementation date.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Continue to implement changes</li> <li>• Continue to liaise regularly with WG on any unintended consequences.</li> <li>• Continue to monitor new procedures and policies, amending where necessary</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Review project plan</li> <li>• Continue to update policies and procedures where necessary.</li> <li>• Monitor new processes and procedures</li> <li>• Monitor performance data</li> </ul>	
DDP	Develop a new Housing Strategy for Cardiff	<b>Laura Garvey-Cubbon</b>	Q1	<ul style="list-style-type: none"> <li>• Develop the framework for the strategy to be organised around the new Local Housing Market Assessment</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>• Develop background chapters referring to wider strategic landscape, key data and demographics.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
			Q3	<ul style="list-style-type: none"> <li>Complete EIA &amp; other impact assessments</li> <li>Undertake review process with key leads, Team Managers and other interested staff groups across Housing &amp; Communities</li> <li>Review with partners / stakeholders</li> <li>Integrate feedback into final draft of the strategy</li> <li>Submission to Cabinet Office</li> </ul>	<i>Cardiff is accessible to everyone who is living, visiting or working in the city</i>
			Q4	<ul style="list-style-type: none"> <li>Develop action plan for roll out of the Strategy</li> </ul>	
DDP	Expand the Local Action Team and encourage local community engagement.	Ellen Curtis	Q1	<ul style="list-style-type: none"> <li>Create posts for the expansion of the team and recruit, some via Cardiff Works or agency.</li> </ul>	<i>Cardiff is accessible to everyone who is living, visiting or working in the city</i>
			Q2	<ul style="list-style-type: none"> <li>Consult with local members and stakeholders including waste management to advise of the of the Local Action Team events planned and adjust to ensure optimum engagement is achieved. Establish ongoing working group to include LAT, Tenant Participation, Hubs, Community Inclusion Officers and Volunteering teams to ensure a coordinated approach to these events.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Review outcomes of completed events, community action days and gardening projects to inform any changes required going forward.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Review team to ensure it has met the requirements it set out to achieve. Survey residents, do they now feel more proud to live in the area?</li> </ul>	
DDP	Work with Cardiff Council tenants to ensure that they can sustain their tenancies by	Ellen Curtis	Q1	<ul style="list-style-type: none"> <li>Review the services that Housing Services provide to tenants and seek other opportunities of joint working to further assist tenants in sustaining their tenancies.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	providing support and signposting them to other agencies when needed.		Q2	<ul style="list-style-type: none"> <li>Work with other agencies including Health to provide specialist assistance especially to those tenants who have made difficult lifestyle choices which can affect those around them and put their tenancy at risk. Consider and develop a Multi-Disciplinary Team to assist with more complex cases.</li> </ul>	<p><i>Cardiff is accessible to everyone who is living, visiting or working in the city</i></p>
		Q3	<ul style="list-style-type: none"> <li>Implement the new Multi-Disciplinary Team (MDT) with a focus on hoarding and other such complex cases to ensure all services are accessible to tenants and residents as required.</li> </ul>		
		Q4	<ul style="list-style-type: none"> <li>Review the outcomes of the MDT and look to expand the team and the involvement of other specialised teams as necessary.</li> </ul>		
DDP	<p>Progress with the recladding of 3 high-rise blocks at Lydstep flats in Llandaff North</p> <p>Commence the proposed second phase of the recladding programme at Nelson and Loudoun House in Butetown.</p>	<b>Colin Blackmore</b>	Q1	<ul style="list-style-type: none"> <li>Lydstep flats – site set up and resident engagement</li> <li>Nelson &amp; Loudoun – agree procurement strategy / building design and specification option appraisal</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Lydstep flats – commence overcladding works</li> <li>Nelson &amp; Loudoun – present cabinet report for approval and formally appoint scheme consultants.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Lydstep flats – continue with overcladding works</li> <li>Nelson &amp; Loudoun – commence procurement for scheme contractor</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Lydstep flats – continue with overcladding works</li> <li>Nelson &amp; Loudoun – appoint contractor following tender evaluation</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
DDP	Seek funding to progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.	Colin Blackmore	Q1	<ul style="list-style-type: none"> <li>Submit “business / feasibility” case to Welsh Government regarding external wall insulation scheme</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Subject to Welsh Government Business case approval, present feedback/grant offer to Cabinet for approval</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Commence procurement process</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Appoint successful contractor(s)</li> </ul>	
DDP	Address the current backlog of work within the Responsive Repairs Unit, ensuring that it is completed within the set requirements. Ensure that new works do not then create a new backlog.	Ellen Curtis	Q1	<ul style="list-style-type: none"> <li>Issue backlog works to contractors and monitor progress on completions</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Review works already completed in house and by contractors and issue further works from backlog.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Monitor incoming new works and ensure works are now completed within required time scales</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Review workload to ensure that all works are carried out in line with targets set . .....</li> </ul>	

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	Total number of new Council homes completed and provided (Target to be achieved by December 2022. 4,000 homes to be provided by 2030.)	316	552	683	1,000 cumulative	Dave Jaques
CP	The percentage of residents satisfied with completed regeneration projects	96%	89%	93%	90%	Rebecca Hooper
CP	The number of visitors to libraries and Hubs across the city	3,266,110	2,490,498	3,351,526	Monitor KPI, but no target set	Bev King
CP	The number of books borrowed from libraries and Hubs across the city	New measure	New measure	New measure	Monitor KPI, but no target set	Bev King
CP	The number of page views on the Hubs website	n/a	n/a	111,006	80,000	Bev King
CP	The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'	98%	97.9%	96%	95%	Bev King
CP	The number of visits (page views) to the volunteer portal	123,409	156,153	112,622	75,000	Hayley Beynon

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

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
CP	<p><b>Ensure that all people, however vulnerable, retain a voice in their care by:</b></p> <ul style="list-style-type: none"> <li>Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control;</li> <li>Implementing the new Liberty Protection Safeguards legislation and mainstreaming these within our services;</li> <li>Recommissioning Advocacy Services in line with the commitments set out in the Cardiff &amp; Vale Advocacy Strategy;</li> <li>Reviewing and enhancing our Direct Payments Services.</li> </ul>	Jane Thomas	Q1	<ul style="list-style-type: none"> <li>Complete the restructure of Adult Services Training Functions and recruit to Collaborative Communication Training &amp; Quality Assurance Officer Post.</li> <li>Continue to roll out Collaborative Communications training to the workforce</li> <li>Undertake review of assessment tools (Attenti Contract) to ensure they support strength-based practice</li> <li>Submit joint bid to Welsh Gov to address ongoing backlog and funding for Mental Capacity Act (MCA) training for staff teams with the Vale of Glamorgan</li> <li>Create Project Manager post for Liberty Protection Safeguard (LPS) and recruit to post.</li> <li>Finalise Regional Tender documents for Advocacy Services by end of April 2022</li> </ul>	<p><i>To lead the way on equality and inclusion in Wales and beyond</i></p>
Q2	<ul style="list-style-type: none"> <li>Continue to roll out Collaborative Communications training to the workforce</li> <li>Agree and implement findings from the Attenti assessment tool review</li> <li>Strengthen arrangements for mentoring and QA arrangements to support implementation of strength-based approaches</li> <li>Respond to consultation on the Draft Code of Practice on the LPS scheme (consultation ending in July).</li> <li>Briefing to be prepared on the changes to inform the</li> </ul>				



Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				future service delivery model. <ul style="list-style-type: none"> <li>• Develop action plan to support implementation of LPS across Social Services</li> <li>• Authorisation to go to the Market for Advocacy Services – draft Officer Decision Report</li> <li>• Create marketing campaign for Personal Assistant roles, building on existing Cardiff Cares Academy publicity, updating websites/social media accounts/Job Matching app.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Issue Contract Notice for Advocacy Services</li> <li>• Identify training needs for LPS to support workforce plan</li> <li>• Commence Advocacy Services</li> <li>• Meet with Local Authorities who use micro-enterprises for Personal Assistant roles; scoping out preparatory work – linking up Self Employment Advisors to shadow process.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Roll out LPS training across workforce</li> <li>• Implement contract monitoring arrangements for Advocacy Services</li> <li>• Organise a schedule of dedicated local recruitment events for Personal Assistant roles across the city.</li> </ul>	
CP	Continue to move towards locality working models to <b>bring together multi-disciplinary services based in local communities</b> to promote health and well-being, support independence and prevent unnecessary hospital admissions.	<b>Carolyne Palmer</b>	Q1	<ul style="list-style-type: none"> <li>• Agree interdependencies across all Locality Working projects</li> <li>• Explore using St Isan as a potential locality hub</li> <li>• Develop the strategic direction of Accelerated Cluster plans.</li> </ul>	<i>To develop and deliver services which are responsive to Cardiff's inequality gap</i>
			Q2	<ul style="list-style-type: none"> <li>• Review the current Locality Working MDT practice</li> <li>• Trial a locality model in North Cardiff.</li> <li>• Evaluate the current discharge hub in the South West cluster</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>	
			Q3	<ul style="list-style-type: none"> <li>Work with block providers to provide a Discharge to Assess and Rehab.</li> <li>Work with the IHSC Partnership to agree the strategic direction of the Accelerated Cluster across Cardiff.</li> </ul>		
			Q4	<ul style="list-style-type: none"> <li>Review all new models and take positive and negative outcomes to drive the Business As Usual model for 2023 onwards.</li> <li>Expand support to the remaining clusters</li> </ul>		
CP	<p><b>Improve the support available to people with mental health issues by:</b></p> <ul style="list-style-type: none"> <li>Supporting the Health Board with their Community Transformation project and the review of services to meet the needs of those individuals who may not require formal care and support services;</li> <li>Further developing the Health and Wellbeing service within the Hubs, providing support and advice and finding community solutions for individuals with low-level mental health issues;</li> <li>Identifying additional accommodation and support solutions to support people with mental health issues to move from residential services to live independently.</li> </ul>	Bev King/ Matthew Russell	Q1	<ul style="list-style-type: none"> <li>Work in partnership with the Health Board and other partners as part of the Crisis Concordat to identify gaps in services for individuals experiencing a mental health crisis.</li> <li>Map and evaluate current need and demand for the Health &amp; Wellbeing Service across the city, ensuring no duplication.</li> <li>Complete commissioning process for provider for Supported Accommodation and identify preferred bidder.</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>	
			Q2	<ul style="list-style-type: none"> <li>Commence Sanctuary project at CRI</li> <li>Further develop the Health &amp; Wellbeing Service by working with partners to realise new community opportunities for all individuals including those with low level mental health issues</li> <li>Commence service provision at the Supported Accommodation project and identify clients ready for move in on a phased approach</li> </ul>		
			Q3	<ul style="list-style-type: none"> <li>"101 press 2" phoneline for Mental Health services to go live</li> <li>Ensure publicity is widespread informing of services available in the Hubs Hub sessions are targeted at</li> </ul>		

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				peak times to capture a wide audience for promotion <ul style="list-style-type: none"> <li>Review service provision within Supported Accommodation Project and the progress of clients to ensure the service is meeting needs and delivering agreed outcomes</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Review the Sanctuary and 101 Service to ensure that they are meeting needs</li> <li>Develop &amp; promote an activity planner/community solutions within the Hubs for individuals including those with low level mental health issues, to keep fit &amp; healthy during the winter months, linking in with the 'Do something Different' initiative .</li> <li>Further review of Supported Accommodation Project to identify individuals who may be suitable for general housing provision and other individuals who may be suitable for step down from residential services.</li> </ul>	
CP / DDP	<b>Enhance the support available for people living with learning disabilities by:</b> <ul style="list-style-type: none"> <li>Further developing the Complex Needs Day Service expanding the services to deliver appropriate respite for carers and ensuring that individuals with multiple and severe disabilities can access the community; (CP)</li> <li>Developing further opportunities to engage directly with service users and families to improve communication</li> </ul>	Emma Mulinder	Q1	<ul style="list-style-type: none"> <li>Work with Education to encourage suitable local further education offers for people with a learning disability.</li> <li>Work with identified cohort of young people requiring complex needs day services to plan for services after they leave school in July 2022</li> <li>Hold regional Transition engagement event</li> <li>Work with partners to identify information to be included on the Learning Disability Service website</li> <li>Finalise the brief for a new Complex Needs Day Service building, taking into account the needs of partners.</li> <li>Review overnight respite model, processes and seek to increase capacity within current respite provision following impact of pandemic.</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<p>and understanding (DDP)</p> <ul style="list-style-type: none"> <li>• Develop a website that provides clear information regarding the offer from Learning Disabilities teams, including easy read versions (DDP)</li> <li>• Development of Day Service accommodation to meet the growing needs of local people with complex needs (DDP)</li> <li>• Improving and increasing overnight respite by June 2022 and setting out proposals for building development by March 2023; (CP)</li> <li>• Developing proposals for new supported living accommodation options, producing a planned pipeline of projects by September 2022. (CP)</li> </ul>			<ul style="list-style-type: none"> <li>• Fully develop proposals for respite accommodation to enable a capital bid to be made for grant/council funding.</li> <li>• Establish clear reporting arrangements to monitor demand for LD accommodation; and develop an enhanced risk matrix to prioritise placements</li> <li>• Work with Strategic Estates, Housing Development and Regeneration and local Registered Social Landlords to identify potential opportunities for additional accommodation</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>• Deliver Day Service support to identified young people leaving school delivering transition to adult life</li> <li>• Hold Supported Accommodation Event</li> <li>• Commence detailed design work on capital proposals for complex needs day service</li> <li>• Agree most effective usage of current respite services. Reinstate project group with appropriate stakeholders to consider interim options for additional respite</li> <li>• Continue to develop respite proposals and seek funding.</li> <li>• Ongoing work with strategic development and regeneration team and local RSL's to source appropriate opportunities for accommodation</li> <li>• Development of new move on project worker to assist planning for supported accommodation for young people</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Day Service staff to attend Year 14 Annual School Review for young people with complex needs and identify cohort of young people who may require service in 2023</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>Organise further opportunities for engagement with young people and families around Transition, e.g. attending school coffee mornings</li> <li>Work with Communication team to develop website ensuring appropriate permissions are in place for content</li> <li>Finalise work on demand requirements for accommodation to inform cabinet report / budgets for 2022/3</li> <li>Develop f business case for Complex Needs Day Service to and improved Respite inform funding applications / cabinet report</li> <li>Implement interim options for local respite</li> <li>Ongoing work to source appropriate opportunities for accommodation</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Day Service to gather information and undertake assessments with young people, family and involved networks to agree their pathway leaving school. This will identify staffing needed July 2023 onwards</li> <li>Organise further opportunities for engagement with people and families around supported living</li> <li>Conclude work on website and launch</li> <li>Monitor and review interim options for local respite</li> <li>Ongoing work to source appropriate opportunities for accommodation.</li> </ul>	
CP	Ensure that all staff have access to the appropriate level of training to meet the needs of autistic people in line with the new Code of	<b>Angela Bourge</b>	Q1	<ul style="list-style-type: none"> <li>Complete restructure of the training unit to ensure that Adult Services training functions are fit for purpose.</li> <li>Develop training plan to ensure appropriate level of</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	Practice on the Delivery of Autism Services.			training is provided to key stakeholders in line with Code of Practice. <ul style="list-style-type: none"> <li>• Liaise with Corporate Training to develop roll out of training and awareness raising across the Council</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>• Support managers to undertake an autism training needs analysis in order to identify appropriate levels of training for staff groups.</li> <li>• Review and make accessible best practice tools to support training and awareness raising</li> <li>• Deliver training to meet identified needs</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Continue to deliver training to meet identified needs</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Review training and impact and consider future training requirements.</li> </ul>	
CP	<b>Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including:</b> <ul style="list-style-type: none"> <li>• Promoting health screenings;</li> <li>• Undertaking activities to prevent falls;</li> <li>• Promoting the take-up of vaccinations.</li> </ul>	Bev King / Nicola Pitman	Q1	<ul style="list-style-type: none"> <li>• Deliver targeted events programme to highlight Bowel Cancer Awareness Month in April.</li> <li>• Liaise with Minority Ethnic Community (MEC) Health Fair Steering Group to support the Ethnic Minority Health Fair at City Hall in June.</li> <li>• Work to establish baseline metrics within the South District in relation to childhood immunisations and bowel cancer screening participation.</li> <li>• Support the launch of consultation of Wales' HIV Action plan. Undertake further Low Impact Functional training sessions for staff to support further roll out of additional sessions.</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>
			Q2	<ul style="list-style-type: none"> <li>• Liaise with leaders within a Temple/Mosque to pilot utilising WhatsApp groups to forward health messages in relevant languages.</li> <li>• Deliver Flu Vaccine awareness campaign to align with commencement of Flu season in September</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Continue roll out of Ethnic Minority Health survey to</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
				identify barriers to participation. <ul style="list-style-type: none"> <li>• Link in with Public Health Wales transforming health improvement programme and develop case studies to support greater awareness of efficacy of falls prevention interventions</li> </ul>	
CP / DDP	<ul style="list-style-type: none"> <li>• Ensure children and adults are protected from risk of harm and abuse by:</li> <li>• Embedding the Exploitation Strategy to address new and emerging themes of child and adult exploitation by March 2023;</li> <li>• Continuing to work with multi-agency partners to respond to the rise in serious youth violence;</li> <li>• Embedding the <b>corporate safeguarding self-evaluations</b> by March 2023;</li> <li>• Continuing the work identified in the Adult Safeguarding Action Plan and monitoring the volume of referrals received.</li> <li>• Consolidating Good Practise in Adult Safeguarding and compliance</li> <li>• Continue information sharing to promote awareness and accessibility of the Adult Safeguarding service across the directorate</li> </ul>	<b>David Murray-Dickson</b>	Q1	<ul style="list-style-type: none"> <li>• Publish Adult Safeguarding practise handbook across the adult services</li> <li>• Publication of 1<sup>st</sup> adult safeguarding newsletter across the directorate</li> <li>• Launch adult safeguarding sharepoint service repository</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Develop digital tools to promote awareness– including self-help videos in diverse languages</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>• Complete recruitment process for staff team to fulfil current establishment requirements</li> <li>• Completion of social inclusion unit handover</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Consolidate existing quality assurance measures and review and develop robust quality assurance measures</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Complete corporate safeguarding self-assessment</li> <li>• Undertake a review of adult safeguarding and identify learning opportunities to develop service further into the next year</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
	<ul style="list-style-type: none"> <li>Implement a robust system of quality assurance</li> <li>Undertake a review of Adult Safeguarding</li> </ul>				
DDP	Prepare for the introduction of the Liberty Protection Safeguard (LPS) legislation in April 2023 which replaces the current Deprivation of Liberty Safeguards (DOLS) to implement a new system for authorising deprivations of liberty in care.	Matthew Russell	Q1	<ul style="list-style-type: none"> <li>Submit joint bid to Welsh Gov to address ongoing backlog and funding for Mental Capacity Act (MCA) training for staff teams with the Vale of Glamorgan</li> <li>Create Project Manager post for LPS and recruit to post.</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>
			Q2	<ul style="list-style-type: none"> <li>Respond to consultation on the Draft Code of Practice on the LPS scheme (consultation ending in July).</li> <li>Briefing to be prepared on the changes to inform the future service delivery model.</li> <li>Develop action plan to support implementation of LPS across Social Services</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Identify training needs to support workforce plan</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Roll out training across workforce</li> </ul>	
DDP	Implement Emergency Duty improvement plan by December 2022, to ensure an effective joint approach is embedded across Cardiff and the Vale.	Matthew Russell	Q1	<ul style="list-style-type: none"> <li>Finalise presentation of options paper and deliver this to Senior Managers and partners</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>
			Q2	<ul style="list-style-type: none"> <li>Agree structure of the service with colleagues and partners</li> <li>Undertake review of processes and policies through partnership with Vale colleagues</li> <li>Reintroduce joint meetings with team in the Vale to develop partnership approach; agree terms of the group and regularity of meetings</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Implement new structure</li> </ul>	



Ref	Steps	Responsible Officer*	Key Milestones during 2022/23		<a href="#">*Link to Equality Objective</a>
			Q4	<ul style="list-style-type: none"> <li>Undertake a full review of changes and identify with the partnership group further development</li> </ul>	

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

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target	Owner
CP	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	62%	70%	71%	85%	Natalie Southgate / Louise Bassett
CP	The percentage of Council staff completing autism awareness training	New measure	New measure	New measure	85%	Emma Mulinder
CP	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	n/a	89%	77%	90%	Natalie Southgate / Louise Bassett
CP	The number of adult protection enquiries received	n/a	n/a	1,685	Not appropriate to set target	Dave Murray-Dickson
CP	The percentage of adult protection enquiries completed within seven days	95.88%	98.90%	99%	99%	Dave Murray-Dickson

**Creating safe and inclusive communities**

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		* <a href="#">Link to Equality Objective</a>
CP	Deliver the existing two-year Alley Gating Programme (2021-2023), subject to consultation with local communities, South Wales Police and other stakeholders, and identify priority lanes for the next two-year gating programme (2023-2025) by April 2023.	<b>Rebecca Hooper</b>	Q1	<ul style="list-style-type: none"> <li>Complete legal work and oversee gate installations on remaining 18 gating schemes that were commenced in year 1 of the programme</li> <li>Complete resident consultations on 13 schemes (Canton Group 1)</li> <li>Commence Background investigations on 10 schemes (Canton Group 2)</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Legal Notices Canton Group 1</li> <li>Complete resident consultations on Canton Group 2</li> <li>Background investigations &amp; resident consultations Penylan (4 schemes)</li> <li>Prepare legal notices for Operation Bang</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Oversee gate installations Canton Group 1</li> <li>Complete Legal Notices Canton Group 2 &amp; Penylan</li> <li>Complete 29 Public Space Protection Order (PSPO) reviews.</li> <li>Commence Prioritisation Exercise for 2023-2025 Programme.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Oversee gate installations Canton Group 2 &amp; Penylan</li> <li>Complete 27 PSPO reviews</li> <li>Complete 2023-2025 prioritisation exercise</li> </ul>	
CP	Review and update the revised regional Violence against Women, Domestic Abuse and Sexual Violence strategy by December 2022.	<b>Louise Bassett</b>	Q1	<ul style="list-style-type: none"> <li>Produce timetable and establish task and finish group to oversee the development of the revised strategy.</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>
			Q2	<ul style="list-style-type: none"> <li>Consult widely with key stakeholders for views and comments on the proposed strategy.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Amend strategy as necessary following comments and seek formal approval for revised strategy and action</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
				plan.	
			Q4	<ul style="list-style-type: none"> <li>Translate and publish revised strategy and share with partners.</li> </ul>	
CP	Ensure all those who experience domestic abuse can access specialist support by undertaking a full review of refuge accommodation in the city and identifying opportunities for improvement by March 2023.	<b>Louise Bassett</b>	Q1 & Q2	<ul style="list-style-type: none"> <li>Undertake detailed mapping of all existing refuge and gender-based provision to ascertain required level of need and quality of existing units.</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>
		Q3	<ul style="list-style-type: none"> <li>Consider opportunities for meeting the need identified and develop a proposal and budget plan.</li> </ul>		
		Q4	<ul style="list-style-type: none"> <li>Seek approval for proposal and begin the implement agreed plan.</li> </ul>		
DDP	Work to improve and develop services within the Gypsy & Traveller sites	<b>Matt Evans</b>	Q1	<ul style="list-style-type: none"> <li>Undertake a review of the current provision on Gypsy &amp; Traveller sites including utility / water supplies.</li> <li>Review current Health &amp; Education services on sites</li> <li>Commence review of the current Gypsy and Traveller Allocations Policy</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>
		Q2	<ul style="list-style-type: none"> <li>Meet with Health &amp; Education partners to discuss the outcome of the review of services on Gypsy and Traveller sites</li> <li>Review digital support provision on sites to address inequality</li> </ul>		
		Q3	<ul style="list-style-type: none"> <li>With partners, work to develop and improve Health &amp; Education services on site</li> <li>Promote and develop digital inclusion services</li> <li>Undertake review of unauthorised encampment protocol.</li> <li>Draft and consult on amendments to Gypsy and Traveller Allocations Policy</li> </ul>		
		Q4	<ul style="list-style-type: none"> <li>Monitor new Health and Education services</li> <li>Seek approval from cabinet for new Gypsy and Traveller Allocations Policy</li> </ul>		

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
DDP	<p>Provide accommodation and support to Ukrainian guests who enter the UK under the individual sponsor / super sponsor and family visa scheme routes.</p> <ul style="list-style-type: none"> <li>• Including help to claim Universal Credit, school admissions, registering with a GP and help into work.</li> <li>• To ensure that sufficient emergency temporary accommodation is available for placing guests who have no accommodation or who have experienced breakdown in their host placements.</li> <li>• To work with WG/ WLGA/ Health/ Police/ Community Cohesion/ Education / RSL's and other stakeholders and professionals to have full awareness of the issues and address, resolve and mitigate these as they arise.</li> <li>• To seek and source appropriate move on accommodation, making the best use of the PRS to support guests into</li> </ul>	Helen Evans / Dave Murray-Dickson	Q1	<ul style="list-style-type: none"> <li>• Source additional emergency temporary accommodation to support guests who have presented to Housing Options. Providing wrap around support and advice as required. This will include benefit advice, schools admissions and registering with a GP</li> <li>• Create new policies, procedures and process maps to ensure consistency of advice and support across the teams.</li> <li>• Roll out training to Hubs, Housing Options, Housing Solutions and Advice/ Housing Helplines.</li> <li>• Attend all Welsh Government (WG) / Welsh Local Government Association (WLGA) meetings for Ukraine housing related forums. Feeding back any good practice, issues and lessons learnt from other LA's.</li> <li>• Approach and work with private landlords and other registered landlords to identify more settled accommodation routes.</li> <li>• Develop a risk management matrix to address positive DBS results for sponsors.</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>
			Q2	<ul style="list-style-type: none"> <li>• Constantly review the data, to ensure that services and provision are meeting the needs of existing and new guests.</li> <li>• Work with WG on rematching sponsors where relationships have broken down, to find suitable accommodation with new hosts.</li> <li>• Participate in Ukraine specific meetings with partners in Health, police, and internal partners, leading on accommodation and advice for guests who have presented to the Housing Options service.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
	<p>settled accommodation.</p> <ul style="list-style-type: none"> <li>• To regularly and carefully monitor data in terms of numbers of guests arriving, support required, accommodation provided and move on. Constantly reviewing and updating policies, procedures and monitoring requirements.</li> <li>• Provide into work mentoring support to assist guests into employment.</li> <li>• Provide and promote Early Help support to guests with support workers referring in as required.</li> <li>• Adult Safeguarding to work in partnership with Children Services, Legal, and Housing to develop a risk management matrix to address positive DBS results for sponsors.</li> <li>• Adult Safeguarding to alert the MAPPA Steering Group to the role of Cardiff in the Homes for Ukraine Scheme and request the transient and settling population of Ukrainian nationals are considered in risk</li> </ul>			<ul style="list-style-type: none"> <li>• Create a bespoke database to ensure that the work across all different teams is captured in one central place. This will ensure that guests are given all the help they require and reports can easily be run to understand ongoing requirements and actions already completed.</li> <li>• Alert the MAPPA Steering Group of the role of Cardiff in the Homes for Ukraine Scheme</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Continue to identify other private rented opportunities, especially accommodation for larger families.</li> <li>• Review the scheme so far and source additional accommodations as required.</li> <li>• Provide Into Work support to guests once they have been in the UK for a few weeks and identify resources to work with Ukrainian guests specifically. Monitor these outcomes.</li> <li>• Promote Early Help services referring as required.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Continue to work on move on options as guests have been in the UK for 6+ months and sponsor schemes may have come to an end.</li> <li>• Consider events in Hubs to support guests and encourage community cohesion.</li> <li>• Fully review the scheme to date and provide an annual report to illustrate the work done, lessons learnt and successes and challenges of the schemes.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
	assessment panels for the rehousing of high- risk offenders.				
DDP	Work to increase awareness of toilet availability within the city and expand network through encouraging external organisations to participate in the community scheme. Explore options to support diverse toileting needs.	<b>Nicola Pitman</b>	Q1	<ul style="list-style-type: none"> <li>• Publish Interim progress statement on the Local Toilet’s Strategy on the Council website.</li> <li>• Development of current online mapping of toilet provision working with Visit Cardiff.</li> <li>• Produce Age Friendly Hub toilet flyers to promote range of toilet provision within the Hubs.</li> <li>• Commence roll out of new community toilet signage.</li> <li>• Pilot diverse toileting needs solution at Grangetown Hub (hand held bidet device)</li> </ul>	<i>To lead the way on equality and inclusion in Wales and beyond</i>
Q2	<ul style="list-style-type: none"> <li>• Undertake consultation with 50+ Forum specific to the Community Toilet scheme to facilitate a co-produced approach to the expansion of the scheme to include community volunteers.</li> <li>• Evaluate handheld bidet device pilot at Grangetown Hub</li> </ul>				
Q3	<ul style="list-style-type: none"> <li>• Produce non digital citywide toilet availability communications including flyers and posters.</li> <li>• Further roll out of handheld bidets in additional hubs if successful</li> </ul>				
Q4	<ul style="list-style-type: none"> <li>• Liaise with WG to start to shape review of Cardiff’s Local Toilet strategy</li> </ul>				

**Wellbeing Objective 6: Cardiff grows in a resilient way**

**Delivering One Planet Cardiff to decarbonise the city and lead a green recovery**

Ref	Steps	Responsible Officer	Key Milestones during 22/23		<a href="#">*Link to Equality Objective</a>
DDP	Develop a public housing decarbonisation strategy to compliment the council's One Planet agenda.	Colin Blackmore	Q1	<ul style="list-style-type: none"> <li>Consider and scope what is to be included within the strategy. (Physical homes, operational buildings, energy use, other operational assets e.g., vehicles)</li> <li>Likely to require external expertise/collaboration.</li> </ul>	Cardiff is accessible to everyone who is living, visiting or working in the city.
			Q2	<ul style="list-style-type: none"> <li>Investigate a way to measure the existing carbon footprint associated with the agreed decarbonisation strategy.</li> <li>Likely to require external expertise/collaboration.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Consider timescales and resource issues to take first step towards significant decarbonisation</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Develop a plan to tackle/prioritise carbon reduction</li> </ul>	

**Well-being Objective 7: Modernising and integrating our public services**

**Supporting a highly-skilled and productive workforce with the well-being of staff at its core**

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		* <a href="#">Link to Equality Objective</a>
CP	<p><b>Ensure that the Council’s workforce is representative of the communities it serves by:</b></p> <ul style="list-style-type: none"> <li>Ensuring that any development of new policies and processes or changes to current policies and processes continue to promote a diverse and representative workforce</li> <li>Promoting the work of our employee networks;</li> <li>Supporting careers events in our least represented communities;</li> <li>Reviewing the new Cardiff Works Ready Scheme by January 2023 to understand the impact it has to increase the Cardiff Works pool – making it more representative of the communities we serve.</li> </ul>	Hayley Beynon /HR	Q1	<ul style="list-style-type: none"> <li>Secure funding to create a Community Engagement Officer for Cardiff Works; role to work within lower-represented communities, creating relationships with local groups, raising awareness of job opportunities within the Local Authority through Cardiff Works.</li> </ul>	<p><i>To build an inclusive and representative organisation</i></p>
Q2	<ul style="list-style-type: none"> <li>Create new Engagement plan, combining Cardiff Works and the Cardiff Works Ready Scheme; not just focussing on social media and online presence, but engagement within communities themselves.</li> <li>Reviewing the Cardiff Works Ready Scheme, amend processes streamlining the journey for customers and recruiting council departments, ensuring priority groups (young people and those from BME backgrounds) are being reached.</li> </ul>				
Q3	<ul style="list-style-type: none"> <li>Reviewing demographics of people in Cardiff Works placements, putting together an outreach timetable of events to promote opportunities to under-represented groups within the Council - ensuring events are targeted</li> <li>Setting up focus groups in conjunction with the Race Equality taskforce and Youth teams, to reach out to young people and people from BME backgrounds in particular.</li> </ul>				



Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
			Q4	<ul style="list-style-type: none"> <li>Formalise incentive model for recruiting departments; create a Memorandum of Understanding, to support vulnerable groups, young people specifically with no work experience, to secure employment via Cardiff Works.</li> </ul>	
CP	<p><b>Ensure Cardiff Council is a 'Fair Work' employer by:</b></p> <ul style="list-style-type: none"> <li>Reviewing long-term agency placements and taking appropriate actions in line with the policy of reducing the use of agency workers on long-term assignments;</li> <li>Reviewing agency workers placed with the Council via the Into Work Service.</li> </ul>	Hayley Beynon	Q1	<ul style="list-style-type: none"> <li>Schedule Quarterly Review meetings with Matrix, ensuring value for money and to ensure agency workers are on correct pay rates across the Local Authority.</li> </ul>	<i>To build an inclusive and representative organisation</i>
		Q2	<ul style="list-style-type: none"> <li>Work towards increased digital process within the Matrix system, removing manual process; including automatic increments, automatic upload of new hourly rates, anonymised recruitment for managers.</li> </ul>		
		Q3	<ul style="list-style-type: none"> <li>Identify and flagging long term agency workers employed through Cardiff Works and Matrix to HR. Working with managers to move long term placements to Council contracts (Cardiff Works only).</li> </ul>		
		Q4	<ul style="list-style-type: none"> <li>Implement the use of new Talentpool function on Matrix, as an formal way of putting forward Into Work Customers for agency placement opportunities.</li> </ul>		
DDP	Review the apprenticeship posts within Responsive Repairs Unit and introduce the Responsive Repairs Academy	Ellen Curtis	Q1	<ul style="list-style-type: none"> <li>Prepare report and plan involving interested parties such as Into Work Services on how the academy can work with others</li> </ul>	<i>To build an inclusive and representative organisation</i>
		Q2	<ul style="list-style-type: none"> <li>Review current workforce and trade requirements, budgets and ensure proposals are appropriate for the year</li> <li>Redesignate vacant posts.</li> </ul>		
		Q3	<ul style="list-style-type: none"> <li>Recruit to posts for trainees and any vacant apprenticeships for required trades.</li> </ul>		

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
			Q4	<ul style="list-style-type: none"> <li>Review success of the academy and consider future expansion</li> </ul>	
DDP	Undertake work on a cost of care exercise to inform the refresh the Fee Setting Strategy for Care Homes for Older People which needs to be in place from April 2023.	Angela Bourge / Denise Moriarty	Q1	<ul style="list-style-type: none"> <li>Plan the cost of care project with key internal stakeholders and the provider association to agree key milestones.</li> <li>Undertake an options appraisal of cost of care methodologies and agree preferred approach.</li> <li>Agree resourcing of the cost of care exercise to ensure appropriate capacity and expertise to undertake the work.</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Commence cost of care exercise with providers – using electronic surveys and one to one interviews.</li> <li>Undertake analysis of findings</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Review findings and develop a Fee Setting Strategy that sets out arrangements for fee setting from 23/24 onwards.</li> <li>Complete consultation with providers on outcome of the exercise.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Achieve sign off of Fee Setting Strategy and plan for implementation from 1 April 2023</li> </ul>	
DDP	<p><b>Continue to enhance and strengthen quality assurance frameworks within Adult Services</b></p> <ul style="list-style-type: none"> <li>Policies and procedures</li> <li>Training and development</li> <li>Complaints and compliments</li> <li>Quality auditing and review processes</li> </ul>	Dawn McGowan	Q1	<ul style="list-style-type: none"> <li>Recruit of quality assurance manager and imbed into role</li> <li>Review and update Policies and Procedures Tracker</li> <li>Develop closer working relationship between new Training team and QA manager</li> <li>Ensure that monthly report on complaints and compliments is discussed at ASMT</li> <li>Quality Audits to resume</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
			Q2	<ul style="list-style-type: none"> <li>Review any new policies and procedures needed</li> <li>Quality assurance reporting to commence and discussed at ASMT</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Review QA framework</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Draft complaints and compliments annual report</li> <li>Training report to be drafted, which links in with QA framework</li> </ul>	
DDP	Improve the recruitment and retention of staff within Adult Services with the right skills and experience to support citizens, as well as promoting Cardiff as Great Place to Work	<b>Angela Bourge / Claire Gilhooly</b>	Q1	<ul style="list-style-type: none"> <li>Develop a strong campaign that promotes the benefits and opportunities of working for Adults Services.</li> <li>Implement an effective exit interview process learning lessons from why individuals leave.</li> <li>Continue to develop effective partnership with Cardiff Care Academy in order to ensure sufficiency of care workers for direct services.</li> </ul>	<i>To build an inclusive and representative organisation</i>
			Q2	<ul style="list-style-type: none"> <li>Increase recruitment presence on the Internet and Social Media.</li> <li>Undertake quarterly analysis of Exit Interview Feedback and report back to ASMT on findings.</li> <li>Ensure sufficiency of Social Workers and OTs by creating a range of “grow your own” opportunities and developing more robust links with education providers.</li> <li>Consider ways to improve career pathways for care workers in direct services and develop action plan to address.</li> <li>Liaise with neighbouring Local Authorities and private providers to understand recruitment, retention, and staff development models.</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Consider “grow your own” proposals and agree next steps to implement.</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>Regularly review number of vacancies</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Provide annual report on Exit Interview feedback to inform workforce planning arrangements. Review success of recruitment activity and refresh marketing / branding materials for 23/24.</li> </ul>	
DDP	Review our organisational structure within Adult Services to ensure it meets the current needs of our service users	Jane Thomas	Q1	<ul style="list-style-type: none"> <li>Consult staff &amp; partners on designing our future services via a questionnaire</li> <li>Evaluate &amp; summarise questionnaire responses</li> <li>Hold an all staff briefing on the review and questionnaire</li> <li>Commission consultant to review best practice models from other councils.</li> <li>Review staff and partner comments on service design.</li> </ul>	<i>To build an inclusive and representative organisation</i>
		Q2	<ul style="list-style-type: none"> <li>Undertake a review of each service area to understand 'as is' model, including roles and responsibilities and performance/service demand and identify strengths and weaknesses of processes.</li> <li>Complete 'as is' report of internal review</li> <li>Receive final report from consultants on best practice and delivery models of other Local Authorities</li> <li>Develop proposals for change</li> </ul>		
		Q3	<ul style="list-style-type: none"> <li>Carry out phase 2 of review to include services such as, mental health and learning disabilities</li> <li>Hold all staff briefing as a follow up of findings and next steps of the review</li> <li>Complete development of proposals for change</li> <li>Consult with Trade Unions on proposals for change (if applicable)</li> <li>Commence implementation of proposals for change</li> </ul>		
		Q4	<ul style="list-style-type: none"> <li>Complete implementation of any changes</li> </ul>		

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
				Evaluate changes delivered	

**Building upon our digital agenda, incorporating technology into service delivery and exploiting data to drive performance**

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
DDP	Review processes within the Responsive Repairs Unit in preparation for a new repairs online system	Ellen Curtis	Q1	<ul style="list-style-type: none"> <li>Review processes within the unit ensuring they are updated to current standards / working practices.</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Ensure DRS upgrade is carried out and that user testing has been completed fully prior to upgrade completion</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Prepare changes for repair finder and DRS to ensure that minute values are included for jobs.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Implement changes ready for “my repairs” online system.</li> </ul>	
DDP	Develop digital methods of service delivery in housing.	Laura Garvey-Cubbon	Q1	<ul style="list-style-type: none"> <li>Finalise purchase of Housing Repairs Online software and commerce first phase build.</li> <li>Recruit into development post for the Housing Power Bi project</li> <li>Commerce Power Bi project and agree priorities for phased move away from Core Data with senior management.</li> <li>Draft plan with the Communications team to increase take-up for Housing Rents Online and My Applications.</li> <li>Draft plan to develop interactive channels for council</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
				tenants and leaseholders. <ul style="list-style-type: none"> <li>Continue with data review of repairs performance information</li> <li>Commence scoping exercise to update the housing document management system</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Second phase build of Housing Repairs Online</li> <li>Agree project plan with IT for Power Bi project, ensuring appropriate IT resource is agreed</li> <li>Commence development of a Digital Strategy for Housing Services</li> <li>Commence build on the first phase of Power Bi dashboards</li> <li>Consider Self Service at Hubs for all aspects of Housing Online</li> <li>Complete scoping exercise for digital engagement that can be utilised to interact with tenants and leaseholders</li> <li>Develop and implement updated version of the housing document management system</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>Third phase build of Housing Repairs Online</li> <li>Draft plan with the Communications team for the launch of Housing Repairs Online</li> <li>Create an action plan for the digital strategy</li> <li>Commence build on the second phase of Power Bi dashboards</li> <li>Test and showcase first phase Power Bi dashboards</li> <li>Plan and develop new methods of digital engagement with tenants and leaseholders</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Test New Housing Repairs Online Service</li> <li>Advertise and launch of Housing Repairs Online</li> </ul>	

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
				<ul style="list-style-type: none"> <li>• Advertise and launch new methods of digital engagement with tenants and leaseholders</li> <li>• Review success of digital projects</li> <li>• Test and showcase second phase Power Bi dashboards</li> <li>• Commence build on the third phase of Power Bi dashboard</li> </ul>	
DDP	Investigate further the Digitalisation of Benefit services, fully reviewing the Risk Based Verification (RBV) policy and technology and Hybrid Mail contract	<b>Emma Dennett</b>	Q1	<ul style="list-style-type: none"> <li>• Establish service requirements and areas for improvement and sign off Hybrid Mail extension.</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>• Research new technologies and liaise with providers to fully understand the role of the new technologies. Meet with current and new potential suppliers to understand costs, impacts and opportunities and speak to procurement about new Hybrid Mail contract from September 2023</li> </ul>	
			Q3	<ul style="list-style-type: none"> <li>• Fully review the RBV policy. Consider the alternatives and prepare a report for a decision to be made on future use of RBV policy and technologies with this and start procurement exercise for Hybrid Mail contract as 9-month lead in time needed.</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>• Implement any new systems and Hybrid Mail contract</li> </ul>	

**Managing the Covid-19 pandemic**

Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
CP	<p><b>Support an ongoing partnership approach to pandemic management, as part of a wider programme of comprehensive public protection, including:</b></p> <ul style="list-style-type: none"> <li>Supporting a surveillance and risk-based response to incidents and outbreaks;</li> <li>Continuing to manage any clusters and outbreaks in high-risk settings.</li> </ul>	<p><b>Louise Bassett / Angela Bourge / Denise Moriarty</b></p>	Q1	<ul style="list-style-type: none"> <li>Review frequency of engagement meetings with Care providers and adjust according to need.</li> <li>Strengthen arrangements within the Adult Services Contracts Team to review Daily SITREP process and undertake follow up supportive calls to care providers affected by incidents to ensure effective covid management / business continuity arrangements are in place.</li> <li>Review membership of fortnightly Covid multi-agency meetings to ensure key stakeholders are represented.</li> <li>Continue to hold bi-monthly sector wide partnership meetings with housing support and homelessness accommodation providers to update on covid guidance/risk management</li> <li>Convene outbreak meetings as required with housing support and homelessness accommodation providers.</li> <li>Discuss approach to pandemic management in quarterly contract meetings with housing support and homelessness partners</li> </ul>	
			Q2	<ul style="list-style-type: none"> <li>Review arrangements for Covid supportive management meetings with OM's in Adults Services and take any follow up action required to ensure process continues to run smoothly.</li> <li>Link Public Health Wales colleagues into quarterly care provider forums to provide overview of any changes in guidance that have emerged during the period</li> <li>Review the continued use of Cargo House as isolation units</li> </ul>	



Ref	Steps	Responsible Officer*	Key Milestones during 2021/22		<a href="#">*Link to Equality Objective</a>
			Q3	<ul style="list-style-type: none"> <li>Review arrangements for management of covid with commissioned care providers and make any required changes in light of new guidance, etc.</li> <li>Continue to review mechanisms for supporting high risk settings and refresh arrangements to ensure needs continue to be appropriately met (e.g. frequency of housing support and homelessness provider meetings, effectiveness of other mechanisms for communicating with sectors regarding Covid related issues in the homelessness sector).</li> </ul>	
			Q4	<ul style="list-style-type: none"> <li>Continue to monitor and review arrangements in care homes and strengthen where required or step-down if no longer required</li> <li>Continue to monitor and review the approach in homelessness accommodation to ensure changing needs continue to be appropriately met</li> </ul>	

## 5. Headline Indicators of Corporate Health

The following suite of Corporate KPIs have been identified as important measures of organisational performance, and each Directorate is responsible for their own performance in relation to these. The Directorate position is provided below (where data is available historically) and the **Corporate Position** follows on to provide context.

### *Adults, Housing & Communities*

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target
Citizen Satisfaction					
CHI 1	Number / Percentage of complaints responded to on time	607	497	TBC	N/A
CHI 2	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence (Corp Plan)	N/A	N/A	12.50	13.00
CHI 3	% Sickness Absence Short-term	N/A	N/A	32%	N/A
CHI 4	% Sickness Absence Long-term	N/A	N/A	68%	N/A
CHI 5	Percentage of staff that have completed a Personal Review (excluding school staff)	N/A	94%	TBC	100%
CHI 6	% of staff completing mandatory training modules (in Corporate Plan): Dementia Friendly	N/A	48%	43.3%	85%
CHI 7	% of staff completing mandatory training modules (in Corporate Plan): Violence Against Women	N/A	83%	72.7%	85%
CHI 8	% of Council staff completing autism awareness training	N/A	N/A	N/A	85%
CHI 9	% of staff completing training modules: Welsh language e-learning module	N/A	12%	TBC	N/A
CHI 10	% of staff attending beginners Welsh course	TBC	TBC	TBC	N/A
CHI 11	% of staff completing mandatory training modules (in Corporate Plan): Corporate Safeguarding	N/A	82%	69.5%	85%
CHI 12	Number of referrals from directorates into Children's services	N/A	N/A	N/A	N/A
CHI 13	Number of referrals from directorates into adult services	N/A	N/A	N/A	N/A
CHI 14	Number of Professional Concerns reported into CS	N/A	N/A	N/A	N/A

Ref	Key Performance Indicators	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target
CHI 15	Number of Professional Concerns reported into AS	N/A	N/A	N/A	N/A
CHI 16	The % of Welsh Speakers	N/A	13.27	13.06%	N/A
CHI 17	Gender Balance	N/A	F - 66% M - 34%	F – 67% M – 33%	N/A
CHI 18	BME representation	N/A	9.67% <sup>1</sup>	11%	N/A
CHI 19	Total Agency Spend	N/A	N/A	N/A	N/A
CHI 20	The number of apprenticeships and trainee opportunities	N/A	58	49	N/A
CHI 21	The percentage of staff / devices enabled for agile and mobile working.	N/A	N/A	N/A	N/A
CHI 22	The percentage of overall spend with Cardiff-based organisation	N/A	N/A	N/A	N/A
CHI 23	The percentage of overall spend with Cardiff Capital Region-based organisations.	N/A	N/A	N/A	N/A
CHI 24	The percentage of overall spend with Welsh-based organisations	N/A	N/A	N/A	N/A
CHI 25	The percentage of new contracts which include social value commitments	N/A	N/A	N/A	N/A
CHI 26	Contract compliance	N/A	N/A	N/A	N/A
CHI 27	Direct Awards	N/A	N/A	N/A	N/A
CHI 28	The percentage of statutory compliance for building maintenance for the 4 high risk disciplines (Fire Safety, Legionella, Gas and Electrical Safety) across all Council premises	N/A	N/A	N/A	80%
CHI 29	Workplace accidents and incidents	TBC	TBC	TBC	N/A
CHI 30	Percentage of Freedom of Information Requests & Environmental Information Regulation Requests responded to within the statutory timescales	N/A	N/A	94%	85%
CHI 31	Percentage of Individual Rights Requests responded to within the statutory timescales (Formerly Data Protection Requests)	N/A	N/A	95%	85%
CHI 32	Number of data breaches	N/A	N/A	91	N/A

## Corporate (Council Wide) Position

Ref	Key Performance Indicators (outcome based where possible)	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target
Citizen Satisfaction					
CHI 1	Number / Percentage of complaints responded to on time	3,086	2,741	TBC	N/A
Workforce – Sickness Absence					
CHI 2	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence (Corp Plan)	11.77	8.60	12.65	9.5
CHI 3	Percentage Sickness Absence Short-term	31%	22%	38%	N/A
CHI 4	Percentage Sickness Absence Long-term	69%	78%	62%	N/A
Workforce – Training and Development					
CHI 5	Percentage of staff that have completed a Personal Review (excluding school staff)	94%	94%	TBC	100%
CHI 6	Percentage of staff completing mandatory training modules (in Corporate Plan): Dementia Friendly	30%	52%	42.20%	85%
CHI 7	Percentage of staff completing mandatory training modules (in Corporate Plan): Violence Against Women	62%	70%	51%	85%
CHI 8	Percentage of Council staff completing autism awareness training	N/A	N/A	N/A	85%
CHI 9	Percentage of staff completing training modules: Welsh language e-learning module	N/A	6.40%	TBC	N/A
CHI 10	Percentage of staff attending beginners Welsh course (as a percentage of numbers of total Welsh courses attended)	32.78% (51)	40.71% (68)	TBC	N/A
Corporate Safeguarding					
CHI 11	Percentage of staff completing mandatory training modules (in Corporate Plan): Corporate Safeguarding	71%	77%	65.29%	85%
CHI 12	Number of referrals from directorates into Children's services	989	1,171	TBC	N/A
CHI 13	Number of referrals from directorates into Adult services	317	99	119	N/A
CHI 14	Number of Professional Concerns reported into CS	TBC	TBC	TBC	N/A
CHI 15	Number of Professional Concerns reported into AS	129	TBC	TBC	N/A
Workforce - Composition					
CHI 16	The Percentage of Welsh Speakers		9.18%	9.75%	N/A
CHI 17	Gender Balance		F – 68.94% M – 30.89%	F – 69.96% M – 30.04%	N/A
CHI 18	BME representation	6.76%	7.23%	7.88%	N/A
CHI 19	Total Agency Spend				N/A

Ref	Key Performance Indicators (outcome based where possible)	2019/20 Result	2020/21 Result	2021/22 Result	2022/23 Target
CHI 20	The number of apprenticeships and trainee opportunities	152	119	183	150
Digital					
CHI 21	The percentage of staff / devices enabled for agile and mobile working.	45.21%	64.08%	69.86%	67%
Finance & Procurement					
CHI 22	The percentage of overall spend with Cardiff-based organisation	51%	50.40%	48.23%	52%
CHI 23	The percentage of overall spend with Cardiff Capital Region-based organisations.	14.20%	18.20%	17.24%	66%
CHI 24	The percentage of overall spend with Welsh-based organisations	4.90%	3.80%	4.28%	70%
CHI 25	The percentage of new contracts which include social value commitments	N/A	N/A	4.70%	
CHI 26	Contract compliance				
	On contract	N/A	N/A	75.13%	N/A
	Managed	N/A	N/A	8.52%	N/A
	Spot	N/A	N/A	6.15%	N/A
	No – Spend where no contract aware report	N/A	N/A	7.44%	N/A
	NPA – No Prior Agreement	N/A	N/A	0.51%	N/A
	Off – Off Contract Spend	N/A	N/A	2.09%	N/A
CHI 27	Number of Direct Awards	N/A	228	223	N/A
Health & Safety					
CHI 28	The percentage of statutory compliance for building maintenance for the 4 high risk disciplines (Fire Safety, Legionella, Gas and Electrical Safety) across all Council premises	73.5%	N/A	81%	80%
CHI 29	Workplace accidents and incidents			TBC	N/A
Information Governance					
CHI 30	Percentage of Freedom of Information Requests & Environmental Information Regulation Requests responded to within the statutory timescales	85.04%	81.84%	93.3%	85%
CHI 31	Percentage of Individual Rights Requests responded to within the statutory timescales (Formerly Data Protection Requests)	83.6%	93.63%	95.77%	85%
CHI 32	Number of data breaches	323	277	348	N/A

## 6. Directorate Risk

The Directorate must ensure that it has arrangements in place for managing directorate risks and any corporate risks which relate to that Directorate. *Directorate to include link to their Risk Register.*

Any actions being taken forward to mitigate against Red Risks within the Directorate Risk Register or Corporate Risk Register should be included in the table below, identifying a Lead Officer and date for the action to be completed by.

Action	Lead Officer	Action Date
Plans are in place to address the issues of overcrowding on Gypsy & Traveller sites with potential sites being actively explored. There are also plans to review the Gypsy & Traveller Allocations Policy.	Matt Evans	Q3 2022/23
Removal of the dangerous cladding on high- risk blocks informed by the sample work that has been undertaken.	Colin Blackmore	<p>Nelson House: cladding removed. Sprinklers currently being installed</p> <p>Loudoun House: Sprinkler installations have been completed. Cladding to be removed in 2022. Waking watch remains in place at Loudoun House.</p> <p>Channel View: cladding removed. Plans to demolish.</p> <p>Lydstep flats: Sprinklers have been installed and re-cladding scheme commenced. Due to complete in 2023.</p>

Action	Lead Officer	Action Date
<p><b>Domiciliary Care</b> - Surge in demand for social care which has put domiciliary market under increasing pressure. There is a high number of packages of care waiting to be picked up by the market. There is also a backlog of social work and OT assessments. Concern that winter pressures on top of current situation may result in system failure.</p>	Jane Thomas	Ongoing
<p><b>Residential Care</b> - The Residential Market is coping with the surge in demand however there is a risk of COVID outbreaks which will affect placements being offered. Dementia Residential placements are in shorter supply than other types of residential placements.</p>	Jane Thomas	Ongoing

The Housing & Communities Risk Register can be found [here](#)

## 7. Audit Recommendations

### *External Audit Recommendations*

Directorates must ensure that they respond to any and all Audit Recommendations from external Auditors, including WAO, Estyn, CIW. To view the audit tracker, please select the following [Link](#) You will be able to search and view any audit recommendations relevant to your directorate.

***Any recommendations which are statutory recommendations are set out below:***

Name of Audit	Audit Recommendations	Action	Lead Officer	Action Date
WAO	Accelerate the mandatory completion of Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (VAWDASV) training.	Group 1 delivery is being advertised widely and managers chased for staff who have yet to complete this mandatory module. Completions currently 82% excluding Education (70% with). Group 2 delivery continues at pace, although hampered by a reducing pool of trainers. Group 3 has been reviewed and will now be rolled out from May 22. Awaiting further guidance from WG regarding Group 6 – the new contract for the management of the National Training Framework is soon to go out to tender.	Natalie Southgate	Ongoing



## 8. Scrutiny Recommendations

Directorates must ensure that they respond in a timely manner to the recommendations arising from any Scrutiny Task and Finish Report and any Strategic Recommendations included within Scrutiny letters which have been either accepted or partially accepted by the Cabinet. To view the scrutiny recommendations tracker please select the following [link](#). You will be able to search and view any scrutiny recommendations relevant to your directorate.

***Any scrutiny recommendations which are open are set out below:***

Scrutiny Committee/ Task & Finish Report	Scrutiny Recommendations	Action	Lead Officer	Action Date
CASSC	The Cardiff Design Standards document include focus on the delivery of 'timeless' properties. The work of the Prince's Foundation should also be utilised as visual examples of developments such as Poundbury and Nansledan used within the document to demonstrate good examples of urban development	Accepted	Dave Jaques	Ongoing
CASSC	In future years, more information is included in the HRA Business Plan regarding financial detail, mitigation measures and sensitivity analysis providing those who read it with greater insight, clarity and assurance.	Accepted - A comprehensive financial model sits below and underpins the plan and I have asked Officers to consider how to incorporate additional detail in the document in future years. I would not like the document to lose its accessibility however as I think this is also important in ensuring transparency	Colin Blackmore	Ongoing
CASSC	The Director provides a balanced analysis of the year's performance, highlighting both the successes and challenges of the directorate in future Annual Reports. In addition, consideration should also be given to including more detail on the delivery of	Accepted – We have asked officers to consider how this might be made clearer in future years.	Jane Thomas	Ongoing

Scrutiny Committee/ Task & Finish Report	Scrutiny Recommendations	Action	Lead Officer	Action Date
	priorities, or as an alternative, stronger signposting to the Directorate Delivery Plan in order for the reader to obtain such detail			

## 9. Workforce Planning & Development

Workforce Planning helps the Council identify the capacity and capability it needs within the workforce to effectively deliver services

A mandatory workforce planning process forms part of the corporate planning cycle and must be completed to inform the development of the Directorate Delivery Plan. It is aligned with the Council's business and financial plans to ensure that the Council has the right people with the right skills in the right place at the right time and at the right cost.

Any actions identified as part of the workforce planning exercise should be included below. Detailed guidance is available on the Council's [intranet](#).

Workforce Planning Actions	Lead Officer	Action Date
Links to workforce plans to be provided once available		

## 10. Corporate Safeguarding Requirements

Safeguarding is keeping children and adults at risk safe from abuse- whether it is sexual, physical, emotional, financial or neglect- and other kinds of harm, such as exploitation and radicalisation.

All Directorates are responsible for safeguarding and must therefore ensure that:

- The Corporate Safeguarding Self Evaluations (CSSE) is completed annually for each Directorate. The self-evaluation process and guidance on how to complete it can be found in Appendix 5 of the Corporate Safeguarding Policy Corporate Safeguarding Information (sharepoint.com)
- When it is determined that a specific Services Are must complete the Corporate Safeguarding Self Evaluations (CSSE), a nominated lead must be identified and that the evaluation is completed annually.
- Safeguarding operational procedures are in place and that these support the development of safeguarding practices

***Any actions arising from the Directorate (and Service Area) annual Corporate Safeguarding Self Evaluations (CSSE) for this financial year are set out below:***

<b>Corporate Safeguarding Actions identified as part of the Directorate Corporate Safeguarding Self Evaluations</b>	<b>Lead Officer</b>	<b>Action Date</b>
Continue to deliver and develop Safeguarding training across Housing & Communities	Laura Garvey-Cubbon	April 2022
Create official Safeguarding training programmes for each role type/team. Completion of this training to then be uploaded to Digi Gov for ease of reference and to track and monitor safeguarding training for all staff.	Laura Garvey-Cubbon	April 2022
Safeguarding to be added all PIM agendas across Housing & Communities	Laura Garvey-Cubbon	April 2022
Staff training plans to be implemented for all teams and roles across Housing & Communities, not just those who deal with vulnerable customers	Laura Garvey-Cubbon	April 2022
Continue to promote the visibility of the Adult Safeguarding Service and broaden knowledge across the directorate of policy, procedure, and practice. Including continued roll out of 'What Happens Next?' training across the directorate.	David Murray-Dickson	April 2022

Corporate Safeguarding Actions identified as part of the Directorate Corporate Safeguarding Self Evaluations	Lead Officer	Action Date
Increased sharing of knowledge and information about areas of contextual safeguarding, including roles of partner agencies and multi-agency functions (i.e. MARAC etc).	David Murray-Dickson	April 2022
Information to be communicated across the directorate relating to the impact of Mental Capacity on Adult Safeguarding activities including matters of consent and the role of 'best interest' decisions.	David Murray-Dickson	April 2022
Development of a 'large scale enquiry' document to clarify primacy and how processes align	David Murray-Dickson	April 2022
Work with the Regional Safeguarding Board to develop a regional 'toolkit' for working with people who self-neglect within the Adult Safeguarding context. Sharing of information of developments across the sector and professional roles within this process.	David Murray-Dickson	April 2022
Development of a specific 'Adult Safeguarding' policy document to align with the corporate responsibilities and broader legislative (2014 Act) duties.	David Murray-Dickson	April 2022
Adult Safeguarding Lead to work with Performance Team to continue to develop use of Power BI for management and presentation of data for the directorate, boards, and key partners.	David Murray-Dickson	April 2022
Development of an Annual Report for the directorate of key information.	David Murray-Dickson	April 2022
Review targets for Adult Safeguarding Training (mandatory) and seek to improve annually.	David Murray-Dickson	April 2022
Development and sharing of a regular Adult Safeguarding Newsletter across the directorate.	David Murray-Dickson	April 2022
Development of access to information specific to Adult Safeguarding and relevant areas within the directorate.	David Murray-Dickson	April 2022
Directorate audit for compliance	Adult Services	April 2022

Corporate Safeguarding Actions identified as part of the Directorate Corporate Safeguarding Self Evaluations	Lead Officer	Action Date
	Training Team	
Adult Safeguarding to continue to be involved in commissioning activities for the valuation of new providers alongside monitoring of existing services.	David Murray-Dickson	April 2022

## 11. Delivering the Welsh Language Standards

Each Directorate must ensure compliance with the [Welsh language standards](#), the commitments of the [Welsh Language Skills Strategy](#) and any issues raised by the Welsh Language Commissioner. Each directorate will therefore ensure that:

- Any recommendations or improvement plan actions issued by the Welsh Language Commissioner are responded to within the agreed timescales
- Every Customer Facing posts must be Welsh Desirable
- All service areas have an appropriate complement of Welsh Speakers to guarantee a service in Welsh.
- Undertake an Annual Welsh Language Assessment

***Any Recommendations or Improvement Plan Actions issued by the Welsh Language Commissioner relating to the Directorate are set out below:***

Recommendations or Improvement Plan Actions issued by the Welsh Language Commissioner	Management Response	Action Date
N/A		

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**BWRDD PARTNERIAETH  
RHANBARTHOL  
CAERDYDD A'R FRO  
CARDIFF & VALE  
REGIONAL PARTNERSHIP  
BOARD**

**Cardiff and the Vale of Glamorgan Regional Partnership Board  
Market Stability Report  
For The  
Regulated Social Services Care and Support Market**

**27<sup>th</sup> July 2022**

**Draft**

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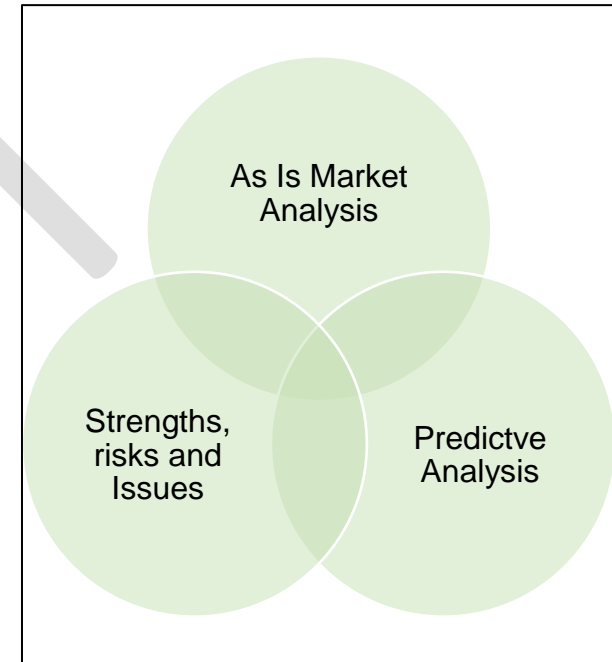
# 1. Summary

## Introduction

The Social Services and Well-being (Wales) Act 2014 requires Local Authorities within each Regional Partnership Board (RPB) area to work with their local health board to develop a Regional Market Stability Report (MSR).

This MSR is a high-level strategic assessment of whether the regional care and support market can meet the care and support needs established through the [Population Needs Analysis \(PNA\)](#) to 2026. It considers the overall **sufficiency** and **stability** of the care and support market for regulated services. It is based on three workstreams:

- **Work stream 1 - “As Is” Market Analysis.** This assessed the diversity and sufficiency of the markets to meet the population’s support needs now. It was based on a snapshot of current providers and activity as at the middle of February 2022 (for Adults) and the beginning of March 2022 (for Children)
- **Work stream 2 - “Predictive Analysis” of likely costs and activity volumes to 2026.** This forward look was based recent PNA research findings to assess likely future support needs compared to current market capacity.
- **Work stream 3 – Market issues, risks, and strengths.** This was based on interviews with commissioners and providers and on citizen’s feedback received during the PNA process. This workstream identified market issues, risks, and strengths.



## Summary of market sufficiency issues and market stability risks

Several market sufficiency and stability issues and risks exist and need to be addressed or mitigated. The main ones are summarised in the table below. Sections 5 and 6 give full details.

Adults Services	Children and Young People (C&YP) Services
<p>For Older people's bed-based care and support the key issues are:</p> <ul style="list-style-type: none"> <li>• While capacity is mostly sufficient at present the care and support models need to change. We need less generic residential care and more specialist capacity to support people with dementia and at the end of their life. Demand for nursing care will also continue to increase over the next five years at a rate of 58 extra places per annum. So we need to secure more of this capacity "<i>in area</i>."</li> <li>• Market stability is uncertain. Some care home providers are operating with occupancy levels below sustainable levels and many lack confidence about the future viability of their business models. There is a risk of disorderly withdrawals from the market that could destabilise markets and disrupt the lives of residents.</li> </ul>	<p>The main challenge is a lack of sufficient foster care capacity to meet needs in the best way. Consequently, for some children we use residential options more than is ideal and, due to a lack of "<i>in area</i>" residential capacity, a high proportion of residential placements are "<i>out of area</i>." (OOA). It is important also to continue to assess kinship carers as an option for children within their families. We expect our need for:</p> <ul style="list-style-type: none"> <li>• Kinship care placements to increase 57% from 265 placements in 2021-22 to 416 in 2025-26</li> <li>• In-house foster placements to increase 47% from 189 in 2021-22 to 278 in 2025-26</li> <li>• Agency foster placements to increase 12% from 387 in 2021-22 to 432 in 2025-26</li> <li>• Residential placements to increase 27% from 116 placements in 2021-22 to 147 placements in 2025-26</li> <li>• Adoptions to remain at similar levels as now until 2025-26</li> </ul>
<p>For domiciliary care, the key issues are:</p> <ul style="list-style-type: none"> <li>• Capacity is not sufficient now and demand is rising. By 2026 we estimate we will need to have 3,500 more hours in total and to meet need with locally based providers we need 12,300 hours of extra capacity per week based "<i>in area</i>".</li> <li>• As with bed-based care we need more specialist care. For example, to support people with dementia or other complex needs who want to stay living at home.</li> <li>• The main barrier to sustaining a stable domiciliary care market is a serious shortage of skilled workforce. Providers</li> </ul>	<p>The foster care market is highly reliant on a few key providers with the top five providers accounting for 71% of spending. The failure of one of these large providers could be difficult to manage. However, the degree of market stability risk is dependent on the ability of other providers and in-house services to absorb displaced capacity if a provider were to fail or withdraw from the market.</p> <p>Therefore, having oversight of provider stability, provider strategies, and maintaining the ongoing risk assessment of the market concentration are all important.</p>

Adults Services
are also concerned about increasing costs. So, it is important that fees remain fair and sustainable.
<p>For adults, whose primary care and support needs are learning disabilities, mental illness, physical disability, or sensory impairments the crucial issues are insufficient “<i>in area</i>” capacity of:</p> <ul style="list-style-type: none"> <li>• Specialist Learning Disability/ASD residential care services for adults aged 18-64. This leads to 46% of placements being OOA. We know there are groups of people with similar support needs who (if compatible) could be brought back and supported by small specialist “<i>in area</i>” services.</li> <li>• Specialist domiciliary and residential care services for people aged over 65 whose primary support need is Learning Disabilities.</li> <li>• We need to specialist residential care capacity for younger people (including people with learning disabilities) living with early onset dementia.</li> </ul> <p>Adult placements. This market has been destabilised by the impact of COVID and its capacity has reduced. At present capacity is not sufficient to meet demand. This gap leads to excess demands for other substitute services.</p>

Children and Young People (C&YP) Services
It is also important that we continue to develop in-house capacity and develop close relationships with all providers to enhance our ability to identify placements and to mitigate the likely impact if a provider were to fail or withdraw from the market.
The main risk affecting adoption is the insufficient supply of prospective adoptive parents for some groups e.g. sibling groups, older children, children of mixed heritage, and children with more complex needs. This highlights the need for new recruitment initiatives.
<p>The main issues affecting residential care are:</p> <ul style="list-style-type: none"> <li>• A lack of secure accommodation. This is an issue across all of Wales.</li> <li>• The residential providers in the region have difficulty recruiting workforce and some providers are not able to deliver a service in line with their statement of purpose.</li> <li>• A reduced ability to care for children with the most complex needs in the context of some children with lesser needs escalating to residential care due to a shortage of foster care placements.</li> </ul> <p>These capacity gaps lead to a high number of OOA placements and highlights a lack of “<i>in area</i>” capacity to accommodate children with complex needs.</p> <p>These capacity gaps have cost implications as there can be a “<i>price premium</i>” compared to local provision and quality implications as children are geographically separated from their family and from their local communities and the associated support.</p>

## What we plan to do

Our plans to address the market sufficiency issues and stability risks in each regulated market are given in sections 5 and 6 of the MSR.

1.3  
Section 7 groups these market specific actions into seven overarching themes as follows. We will work closely with providers, local communities, and other partners to:

**1. Address workforce capacity and skills shortages** - Recruiting and retaining staff with the skills needed to support people with complex support needs is a particular challenge. The focus for:

- **Children and Young People Services** will be on recruiting/training more in-house foster carers, kinship carers and adoptive parents.
- **Older people's services** will be on recruiting/training domiciliary care staff and specialist dementia and end of life skilled care home staff.
- **Adult services** will be on recruiting/training adult placement/shared lives carers and staff with specialist learning disability, autism, early onset dementia, and mental health care and support skills.

**2. Ensure the fees we pay to providers are fair** - This is key to addressing the workforce recruitment and retention challenges and to addressing market stability risks where adult and older people's care and support providers are concerned about their financial sustainability.

Equally, the lack of supply of residential care for our children and young people (C&YP) along with growing demand for residential care (particularly for C&YP with complex needs) has sometimes resulted in us paying high and unsustainable fees. So, we are also aware that in "sellers-markets" we need to guard against paying fees that are not value for money.

To help with this the Welsh Government published a toolkit "*Lets agree to agree*" for commissioners and providers in 2018. We will use this or other similar tools to help us agree a fair cost of care with providers in region over the 5-year period covered by this MSR.

**3. Develop in-house services to lower market risk** - Over the next 5 years we will develop more "*in area*" children's services and services for working age adults with complex needs. Where it makes sense in terms of social value, we will develop these as in-house services and/or work in partnership with local "*not for profit*" organisations.

**4. Modernise our approaches to commissioning and contracting** - To give providers the certainty and confidence they need to invest to modernise service models and expand capacity we plan to:

- Co-produce our commissioning strategies. We will work in partnership with providers to shape the market.

- Build on learning during COVID. We will explore new ways of contracting based on outcomes where providers have greater choice, flexibility, and responsibility to deliver services to best meet the needs of citizens. For example, block or community contracts.
- Improve our planning evidence base. We will develop our modelling capability to underpin the development of preventative services and more integrated health and social care pathways.
- Use regional approaches where they will provide better value for money. We will build on our experiences of regional approaches to Adoption and Children's Advocacy Services.

**5. Re-establish and strengthen quality assurance processes** - During the COVID pandemic we adapted or disbanded quality assurance processes to comply with new pandemic regulations. We are now restarting and modernising our approaches:

- Cardiff is implementing interim arrangements for quality assurance until a new quality rating system based on the Dynamic Purchasing System goes live.
- The Vale of Glamorgan has appointed a new quality assurance officer and implemented a new framework for quality.

**6. Shape the market to close gaps in non-regulated services incl. prevention and early intervention services** - The recent population needs assessment process identified many gaps relate to non-regulated services where there is a link between the gaps and increased need for *regulated services*. For example, prevention or early intervention service gaps were identified. If these services were in place and effective, more people would be able to live their lives without needing support from the *regulated services* in the scope of this Market Stability Report.

**7. Maximising choice and control by deploying direct payments appropriately** - We plan to increase take-up of direct payments by:

- Reviewing the micro-enterprise model currently used in [Somerset County Council](#).
- Adapting quality assurance systems that help our citizens identify and access good quality support.
- Improving access to information and advice to help citizens make informed choices.



## 2. Introduction

The Social Services and Well-being (Wales) Act 2014 requires Local Authorities within each Regional Partnership Board (RPB) area to work with their local health board to develop a Regional Market Stability Report (MSR). The MSR is required to cover a 5-year period and to assess whether the care and support market can meet the care and support needs established through the [Population Needs Analysis \(PNA\)](#). This MSR covers the period of mid 2022 through to 2026.

This MSR is a high-level overview and assessment of the overall **sufficiency** of, and of the **stability** of the care and support market for regulated services. Its **scope** covers:

- Care homes (adult and children's) including secure accommodation services (for children) and residential family centre services,
- Adoption services,
- Fostering services.
- Adult placement ('Shared Lives') services.
- Advocacy services (adult and children).
- Domiciliary (Home Care) support services.

We commissioned Alder Advice<sup>1</sup> to support us to undertake the research, engagement and analysis needed to ensure the MSR was based on a robust evidence base about current and future care and support needs, and the range and level of services required by the local population.

The importance of building on the PNA and citizen engagement activities - undertaken to gain an in-depth understanding of people's experiences and views about the local social services market and about the quality of support available - was emphasised.



<sup>1</sup> Alder Advice is a group of independent social care, health and housing professionals who work together to provide advice and capacity to local areas striving to improve the lives of people living with disabilities.

### 3. Our approach

To ensure the MSR was based on a robust evidence base we undertook three core work streams with support from Alder Advice.

**Work stream 1 - “As Is” Market Analysis** – We assessed the diversity of, and sufficiency of resources in the market to meet the current support needs of the population **and** identified structural market risks that could affect market stability. We based this on the most up to date snapshot of market capacity, care and support costs, and quality<sup>2</sup>. The snapshot used local authority and health board data on services currently commissioned, data from Care Inspectorate Wales about registered services in the region and a review of strategic and commissioning plans.<sup>3</sup>

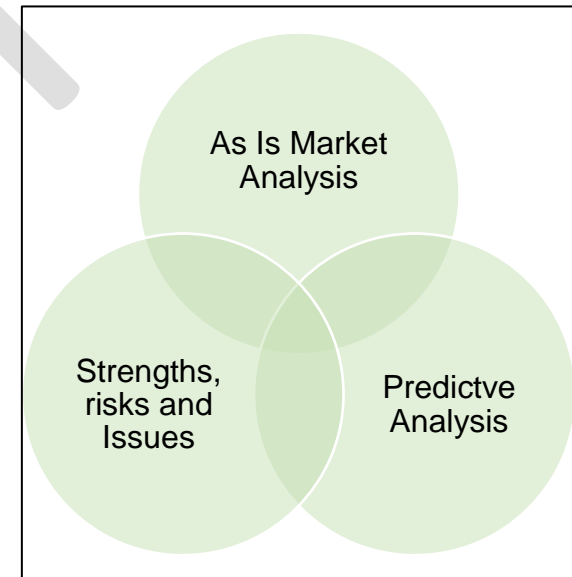
**Work stream 2 - “Predictive” Analysis of future costs and volumes to 2026** – We assessed likely support needs in the next five years to compare against current and likely future capacity. We based this on the Population Needs Analysis (PNA), future needs identified in service, strategic, and commissioning plans, historic activity trends recorded on Stats Wales, and on feedback from health and social care commissioners and from care and support providers. To ensure projections take account of local circumstances the projections were co-produced at workshops in April 2022 with small groups of local commissioning staff with expert knowledge of local circumstances.

**Work stream 3 – Market issues, risks, and strengths** - These were identified at interviews with commissioner and providers. The “As Is” market analysis, the predictive analysis, and the views of people with lived experience, citizens, and key partners given in research for the PNA were also considered. Issues, risks, and strengths were all considered through a market sufficiency and stability lens.

Our findings and analysis are presented in:

- Section 5 - Adult and Older People’s Services.
- Section 6 - Children’s Services.

Sections 5 and 6 are made up of a series of markets sufficiency and stability summaries - one for each of the regulated services in scope of the MSR. However, before we present these, we will describe - in Section 4 - the main contextual factors relevant to current and future market sufficiency and stability.



<sup>2</sup> Although evidence about quality was limited as many quality assurance arrangements were suspended during COVID, so quality was assessed based on comments by knowledgeable people in research meetings.

<sup>3</sup> Based on a snapshot of current providers and activity as at the middle of February 2022 (for Adults) and the beginning of March 2022 (for Children) and more children’s data from 4Cs at May 2022.

## 4. Context

### Demographic Context

The Population Needs Analysis (PNA) (2022) that accompanies this Market Stability Report (MSR) shows that the region's population in 2020 was estimated to be 504,497 (369,202 in Cardiff and 135,295 in Vale). The population:

- Has grown 22.5% since 1991 when it was 415,000. It is expected to grow a further 5.7% to around 533,000 by 2040.
- Age profile has gradually become older. 0–15-year-olds now make up only 18.4% of the population compared to 21.1% in 1991 and people aged over 65 now make up 16.2% compared to only 15.6% in 1991. It is expected to get older over time. By 2040 20% of the population is expected to be aged over 65 years compared to 15.6% in 1991 and 16.2% in 2020.
- Age profile varies between the Vale and Cardiff. In 2020 21.3% of the Vale's population was aged 65+ compared to 14.3% in Cardiff. This differential is expected to continue as by 2040 26.5% of the Vale's population will be aged 65+ compared to 17.5% in Cardiff. Perhaps more importantly people aged 85+ is expected to increase by around 600 p.a. from 2019 to 2040. If this happens as predicted the population aged over 85 will have doubled from 12,000 to 24,100 and will represent 4.2% of the population compared to 2.4% now.

Cardiff	Aged 0 to 15		Aged 16 to 64		Aged 65+		
	All Ages	No.	%	No.	%	No.	%
1991	296,941	61,978	20.9	189,133	63.7	45,830	15.4
2020	369,202	67,995	18.4	248,400	67.3	52,807	14.3
2040	386,861	64,352	16.6	254,674	65.8	67,836	17.5
Vale	All Ages	No.	%	No.	%	No.	%
1991	118,053	25,401	21.5	73,776	62.5	18,876	16.0
2020	135,295	24,917	18.4	81,540	60.3	28,838	21.3
2040	146,527	25,207	17.2	82,494	56.3	38,826	26.5
Region	All Ages	No.	%	No.	%	No.	%
1991	414,994	87,379	21.1	262,909	63.4	64,706	15.6
2020	504,497	92,912	18.4	329,940	65.4	81,645	16.2
2040	533,388	89,559	16.8	337,168	63.2	106,662	20.0

The PNA also details key demographic factors not apparent from the overall numbers that are relevant to likely future levels of support needs in the population. Some of the main factors are detailed below.

Factors increasing need for support for older people aged 65 and over	Factors increasing need for support for younger adults aged 18-64	Factors increasing need for support for children and young people (C&YP)
Number aged 65 - 84 years to increase by around 1,150 p.a. between 2019 and 2039 - from around 70,000 people to around 93,000.	Number of adults with learning disabilities in Cardiff will increase by 16 people p.a. from 2017 to 2025 and stay stable in the Vale.	C&YP emotional well-being is a growing issue. Notably, for C&YP with adverse childhood experiences and children looked after.
People aged 85+ to increase by around 600 p.a. from 2019 to 2039. Doubling from 12,000 to 24,100 (2.4% to 4.2% of population).	Population of people with learning disability is aging. More specialist dementia support incl. for younger adults will be needed.	The number of un-accompanied asylum-seeking children affected by trauma is increasing year on year.
Older adults living with severe dementia is predicted to double by 2040 in Wales. Cardiff and the Vale is expected to be the same.	People aged 18-64 with autism spectrum disorder are expected to increase by 24 p.a. (about 13%) between 2017-2035.	Children are presenting younger (aged 7-9) for mental health support with behaviours that are complex and supporting them well is challenging
People needing support with activities of daily living is anticipated to increase 38% from 22,845 (2020) to 31,424 (2040) ~450 more p.a.	Number of people living with common mental illness is expected to increase by 254 p.a. ~2% in the next 5 years.	Children with disabilities is stable. Cardiff to decrease from 3,027 (2020) to 2,907 (2040). Vale set for slight increase from 1,124 to 1,149.

#### 4.2. COVID-19 and current economic conditions

The COVID-19 pandemic and the current tough economic conditions are also likely to affect future need for support in the region as follows:

Factors increasing need for support for older people aged 65 and over	Factors increasing need for support for younger adults aged 18-64	Factors increasing need for support for children and young people (C&YP)
<b>COVID-19</b> has impacted older people in many ways e.g. social isolation and long-COVID has increased health and other support needs.	<b>COVID-19</b> has impacted adults in many ways e.g. social isolation, stress on family carers, and long-COVID on health needs.	<b>COVID-19</b> has made sustaining placements more challenging. The long-term impact is unknown.
<b>Economic crisis in 2022:</b> The region has areas of significant deprivation. The older citizens in our poorest communities are more likely to experience health inequalities. The impact of inflation may further increase these health inequalities and increase the need for care and support services.	<b>Economic crisis in 2022:</b> The region has areas of significant deprivation. Adults living in our poorest communities are more likely to experience health inequalities. The impact of inflation may further increase existing health inequalities and increase the need for care and support services.	<b>Economic crisis in 2022:</b> The region has areas of significant deprivation. Inequality is a key issue. Children living in our poorest communities are more likely to enter care. The impact of inflation will increase pressure on deprived communities and may bring more families into poverty. <a href="#">Research by Liverpool University</a> has shown poverty increases Children's care needs.

Factors limiting the supply of support for older people aged 65 and over	Factors limiting the supply of support for younger adults aged 18-64	Factors limiting the supply of support for children and young people (C&YP)
<p><b>Domiciliary care providers have severe staff shortages.</b> The need for domiciliary services has increased post COVID, and any need that cannot be met due to staff shortages can mean support needs escalate. It also leads to delayed hospital discharges, inappropriate use of residential care, and increased burdens on unpaid carers.</p> <p><b>Care homes for older people have significant staff vacancies and are not able to recruit/retain the staff they need.</b> Market sufficiency is impacted due to reduced capacity to meet the increasing support needs of residents, including the needs for dementia care and end of life care. Market stability is affected due to the limited ability to maintain viable capacity.</p> <p><b>Some care homeowners also lack confidence in the future.</b> Many are reluctant to make capital investments to expand capacity or improve standards due to a perceived imbalance between risk and reward and because alternative investments can seem safer and more rewarding.</p>	<p><b>Services for adults aged 18-64 with complex support needs find it hard to recruit and retain skilled and experienced staff.</b> This affects market capacity and limits our ability to meet complex support needs “<i>in area</i>.”</p> <p><b>The skills shortage extends to personal assistants</b> to support people using direct payments to pay for tailored care and support.</p> <p><b>There is a shortage of adult placement carers who have the skills to support people with complex needs.</b> This means more people are placed in residential care than would be the case if an adult placement was available to them.</p>	<p><b>There is a limited supply of trained and experienced foster carers</b> locally, particularly foster carers skilled in supporting children with complex needs. The current Foster Wales project should help to increase numbers of foster carers.</p> <p><b>There is a limited supply of residential care workers.</b> This leads to the use of “<i>out of area</i>” placements to meet the needs of children and young people who need specialist care.</p> <p><b>The impact of the Government policy to take profit out of services to care for children looked after</b> on supply is not yet known. So commissioners will be monitoring this situation closely.</p>

## Financial Context

The increasing average complexity of support needs coupled with the growth in the population has led to increases in net expenditure on support for:

- Adults aged over 65 has increased 50% in the last 5 years
- Adults aged 18 to 64 has increased 14% in the last 5 years
- Children and young people has increased 41% in the last 5 years

### Social services - Net expenditure trends (£000)

Region (£000)	2016-17	2017-18	2018-19	2019-20	2020-21	% Change
Total support for people aged 65+	£72,250	£78,635	£83,865	£83,463	£108,095	50%
Total support for adults aged <65	£80,181	£83,220	£84,220	£86,428	£91,143	14%
<b>Region total adults' social services</b>	<b>£152,431</b>	<b>£161,855</b>	<b>£168,085</b>	<b>£169,892</b>	<b>£199,238</b>	<b>31%</b>
Early years, family support and other	£41,141	£40,932	£43,775	£50,934	£60,880	48%
Children looked after services	£50,189	£54,571	£61,245	£66,655	£67,886	35%
<b>Region total children's services</b>	<b>£91,331</b>	<b>£95,503</b>	<b>£105,021</b>	<b>£117,588</b>	<b>£128,767</b>	<b>41%</b>

## National Policy Context

Protecting, rebuilding, and developing services for vulnerable people is a priority for Welsh Government. In its [programme for government 2021](#) [4.4026](#) several policies will impact on market stability and sustainability in Cardiff and the Vale. For example:

- **Commissioners and providers will need to invest in workforce pay and workforce development** to deliver the real living wage, raise the profile for their care workforce, train more staff and recruit more Welsh speakers.
- **Commissioned services will need to be more integrated** to deliver better integration between health and social care services.
- **Innovative housing-based services will need to be commissioned** to deliver alternatives to traditional care services.
- **Early years provision, flying start programmes, advocacy services, and other services for parents whose children are at risk of coming into care will need to be expanded** to deliver the required focus on prevention and early intervention in children and young people's services and on specialist support for children with complex needs who may be on the edge of care.
- **Radical reform of current services for children looked after and care leavers will need to be considered** to deliver the policy to eliminate private profit from the care of children looked after and to develop regional residential services for children with complex needs so that their needs can be met as close to home as possible and in Wales wherever practicable.
- **[Charging policies](#) will be affected** to deliver a national care service that is *free at the point of need*. The following charges currently apply for adult social care:
  - **Non-residential care:** People pay up to a maximum of £100 a week toward their care and support
  - **Residential care:** If you have capital over £50,000 you may have to pay the full cost of your residential care.

### Competitions and Marketing Authority (CMA) Reports

Delivering the Welsh Government programme described above shines a light on the fees paid to care and support providers. This is an issue that has been highlights across Wales by two recent market studies:

**The CMA (CMA) care homes market study [summary report](#) for Wales (2017)** highlighted two key issues:

First, people requiring care need more support to help them choose a suitable care home and greater protections when they are resident. Second, there is insufficient state-funding of care provision to ensure sufficient and sustainable capacity and to incentivise providers to invest and modernise to meet future needs. The report noted that:

- Fee rates paid by local authorities have been pushed down. The financial analysis showed fees were insufficient to cover the full costs of care homes. This means there is little incentive for homes to incur costs to modernise facilities or build new capacity and in time some will be forced to close. CMA estimate that UK-wide, local authority-fees were, on average, 5-10% below true full cost.
- Most care homes serve a mix of self-funded and state-funded residents (proportion of self-funder in Wales 24% compared with UK 41%). The sector has, to some extent, maintained provision by charging self-funded residents in homes higher fees. It estimated the average differential in Wales was 36% with few examples of investment in new care home capacity primarily for the LA-funded sector.

**The CMA published the Children’s social care market study Wales [summary report](#) (2022).** It highlighted two major concerns:

- Local authorities were too often unable to access appropriate placements to meet the needs of children in their care.
- Prices paid by local authorities were high and this, combined with growing numbers of children looked after, was placing significant strain on local authority budgets, and was limiting their scope to fund other important activities in children’s services and beyond.

**The CMA made the following recommendations to Welsh Government.** It should

- Require a more collective approach to engagement with the placements market by commissioners.
- Provide additional support to local authorities and collective bodies for forecasting, market shaping, and procurement.
- Support innovative projects by individual local authorities, or groups of local authorities, targeted at recruiting and retaining more in-house foster carers to reduce their reliance on independent foster care agencies.

**A key implication of the above is that we as commissioners of care and support need to pay a fair cost of care to providers.** Equally, where it is a seller’s market, we need to guard against excessive profit taking. To help with this the Welsh Government published [a toolkit](#) “*Let’s agree to agree*” for commissioners and providers in 2018. Learning from the use of this toolkit to assess the fair cost of care delivery will aid understanding of sustainable fee levels. This understanding will support providers and commissioners to agree a fair cost.

**A recent [University of Liverpool study](#) links a rise in child poverty to more than 10,000 extra children being taken into local authority care over five years.** The report found that growing rates of child poverty were found to be largely caused by cuts to welfare support. The researchers compared government data on the number of children in low-income families with rates of children entering care in England. The study, published in the Lancet Public Health, estimated that rising poverty and the pressures that are placed on families led to an additional 10,351 children being removed from their homes between 2015 and 2020. The study also estimates that 22,945 more children were put on child protection plans and nearly 52,000 more children were identified as in need.

**The implication of this research is that we expect children’s and families support needs to increase** due to the impact of current economic environment including high inflation levels.



**Rebalancing care and support - A consultation on improving social care arrangements and strengthening partnership working to better support people's well-being. [White Paper \(2021\)](#)**

This White Paper is important as it signals a shift toward a more diverse market in care and support based on quality and social value, and a more structured approach to commissioning based on a national framework, where services are organised regionally and delivered locally.

The White Paper highlights the complexity of the care and support market landscape in Wales that comprises over 1,000 providers, mostly from the independent sector. It describes three critical areas where focused action is needed to improve and rebalance care and support:

- Refocusing the fundamentals of the care market away from price towards quality and value where a more diverse provider base including not-for-profit providers can grow.
- Reorientation of commissioning practices towards social value commissioning focused on managing the market and outcomes.
- Evolution, integration, and simplification of joint planning and delivery to enable local systems to support alternative and more innovative models of care.

The White Paper proposes the development of a national framework for commissioning care and support for children and adults. The aims are to rebalance the market and improve quality where services are organised regionally and delivered locally. Local authorities and local health boards will remain the principal commissioning bodies for social care services. Regional Partnership Boards (RPBs) will be provided with a sharper set of tools to deploy to deliver their core aims of jointly assessing and planning how to best meet population needs. Specifically, the White Paper proposes that RPBs should be established as corporate legal entities with re-shaped functions and able to employ staff and hold budgets. They would be expected to undertake significant joint commissioning activities and be more directive in market shaping.

Within these new arrangements, small providers will be encouraged to work together to respond to local commissioners. This could be achieved by the development of a collective approach to enabling shared activities, such as marketing, procurement, and an agreed set of fee setting methodologies that all commissioners work with in future.

## Regional Strategy - Adults and Older People

In the face of increasing costs, increasing support needs and new legislative requirements Cardiff and the Vale of Glamorgan Councils and Cardiff and Vale University Health Board introduced strategy to improve individual outcomes and to limit the rate of increase in net expenditure.

**For older people**, the strategy is to ensure older people have:

- Enough support at the right time to be enabled to look after themselves, stay healthy, and remain independent for as long as is possible.
- Advice, information, or support to make meaningful choices about the type of help available when they need to access support.
- Control over any support they receive.
- Opportunities to participate fully as active members of their community.

The aim is to continue to shift resources from general residential care services to community services. Much of the demand previously met by residential care will be met from home care, but not all of it. Some will be met by other community-based alternatives provided by Regional Partnership Board partners, through the “@home” locality-based integrated care model. Specifically we will:

- Assist the care sector to move away from general residential care towards home-based care and promoting the development of additional high quality residential and dementia nursing care by Dec 2022
- Review best practice in dementia residential and nursing homes to inform future commissioning by June 2022

**For adults aged 18-64 who need support to live their lives** the strategy is to enable people to have a good quality life in line with their aspirations. This means living locally where they “feel good and well,” where they are valued and are included in their communities. It also means ensuring all individuals have equal access to appropriate support that ensures they have independence, choice, and control over their lives including opportunities to work. To achieve this the region has established four principles:

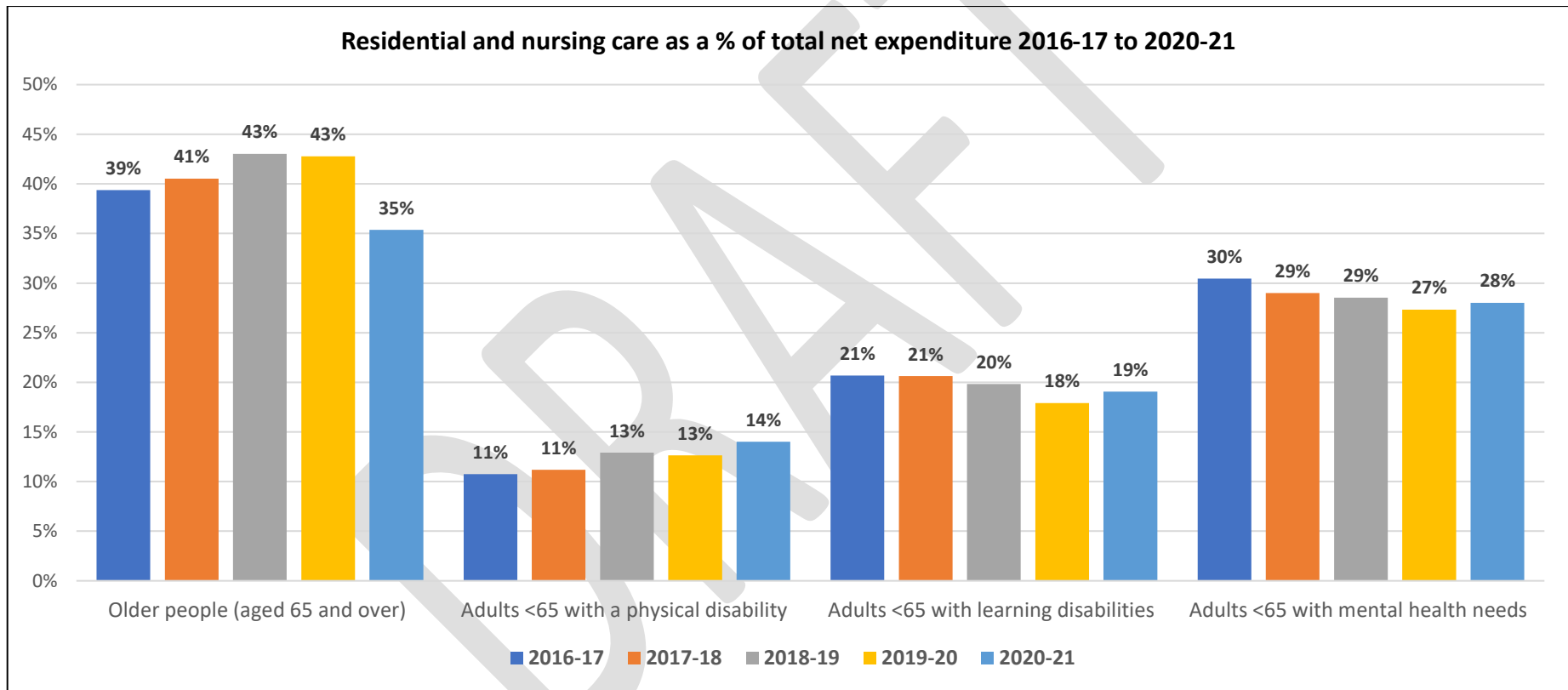
- What matters to me – This means listening to and working with people in need of care and support.
- Home first – This means enabling people to live at home or as close to home as possible with support to be independent.
- Avoiding harm, waste, and variation – This means ensuring high quality care across all services.
- Use prevention and early intervention – This means developing support to achieve good outcomes and value for money solutions.

These principles are fully consistent with the National outcomes framework for people who need care and support and for unpaid carers who need support, 2020-2021.

### Recent Progress (Services for Adults and Older People)

Progress, in recent years, to support more people at home and to shift resources from residential options to community-based options has been slow. This is demonstrated by the graph below with data from 2016-17 to 2020-21. It shows:

- Steady, but slow progress for older people, adults with learning disabilities, and adults living with mental illness.
- The proportion of expenditure on residential and nursing care has increased for adults with physical disabilities.



To accelerate progress over the next 5 years market development and shaping activity needs to be in partnership with the local care and support market. This market stability report outlines the challenges we face and outlines our plans to address them.

## Regional Strategy - Children and Young People

For **Children, Young People and their Families / Carers**, the strategy is to ensure prevention and early intervention approaches improve short and long-term outcomes for children and the families and less children need to be “*Looked After*” (CLA). This will be achieved by proactively intervening to prevent needs escalating, responding quickly when children and their families are in crisis and stepping services down to lower-level intervention promptly and safely where possible. To do this, we will:

- Work to increase the number of children and young people supported to live safely with their families.
- Safely reduce the rising number of children and young people “*looked after*” where possible.
- Manage risk confidently and provide support at the “*edge of care*.”
- Increase the numbers of kinship carers.
- Increase in-house foster carers.
- Increase the range of local services to enable children and young people to remain in their communities, maintain networks and minimise disruption to their lives including increasing the range of local residential services.
- Ensure residential care placements will be made **only** where the complexity and challenge of a child or young person’s needs mean they are unable to live within a family setting, or where a young person is subject to a court ordered secure placement. Efforts will always be focused on stepping down from residential care wherever possible.
- Ensure we work with partners to deliver a true “*team around the child*” with a particular focus over the next five years to improve the mental health and emotional wellbeing of children and young people through a “*no wrong door*” approach.
- Provide positive transition to adulthood by supporting CLA up to age 25 years.

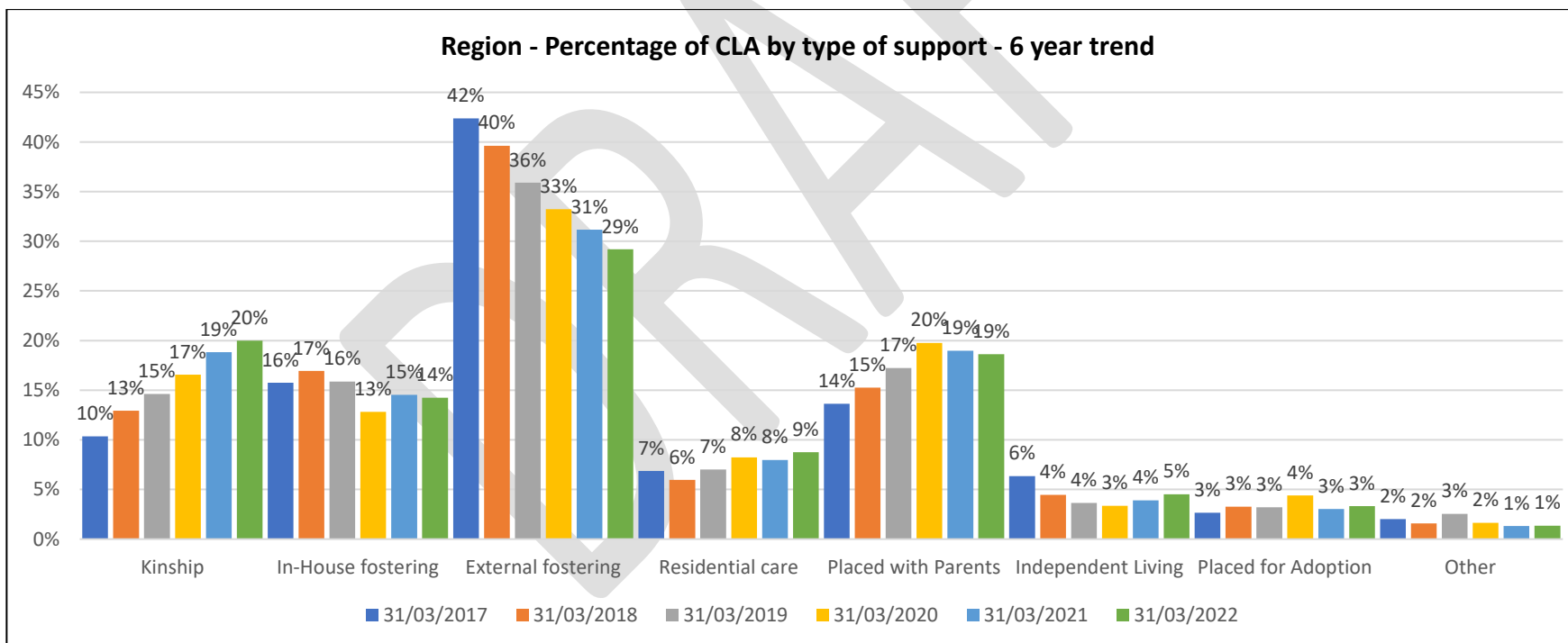
### Recent Progress (Services for Children and Young People)

The number of CLA in the region has increased by 40% in 6 years from 946 (31/03/17) to 1,326 (31/03/22). Progress in how these children are supported has, in the main, been good. For example:

- 34% of CLA are now supported by kinship care and in-house fostering up from 26% in 2017.
- 29% of CLA are now supported by independent foster agencies down from 42% in 2017.
- 19% of CLA are now placed with parents compared with 14% in 2017.

The only area of concern is residential care which has increased 78% in volume terms and now accounts for 9% of CLA compared to just 7% in 2017. This highlights a shortage of alternatives to residential care when children have complex needs.

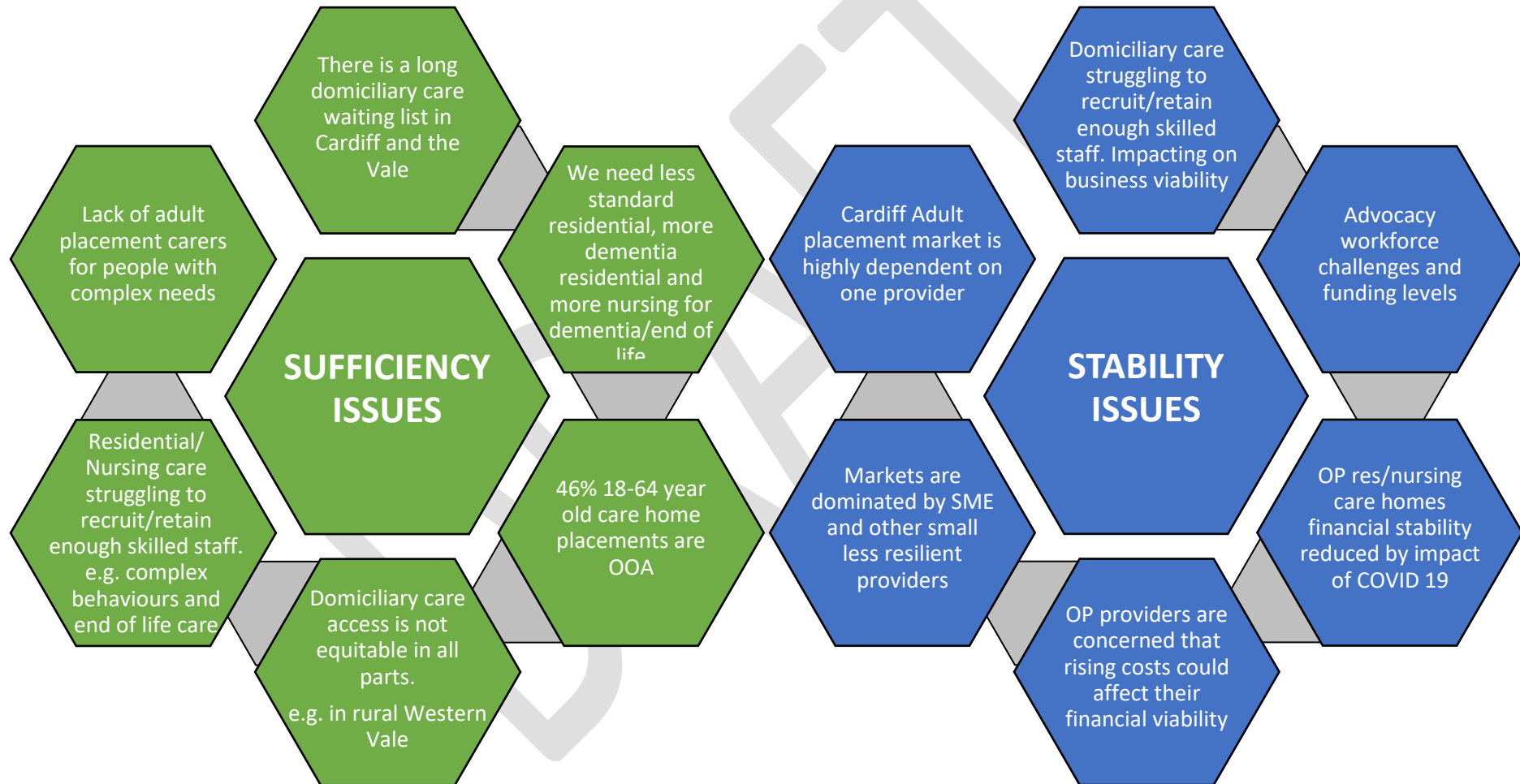
Region - CLA by Service	31/03/2017	31/03/2018	31/03/2019	31/03/2020	31/03/2021	31/03/2022	% Change
Kinship	98	139	173	203	241	265	170%
In-House fostering	149	182	188	157	186	189	27%
External fostering	401	426	425	407	399	387	-3%
Residential care	65	64	83	101	102	116	78%
Placed with Parents	129	164	204	242	243	247	91%
Independent Living	60	48	43	41	50	60	0%
Placed for Adoption	25	35	38	54	39	44	76%
Other	19	17	30	20	17	18	-5%
<b>Region - Total CLA</b>	<b>946</b>	<b>1,075</b>	<b>1,184</b>	<b>1,225</b>	<b>1,277</b>	<b>1,326</b>	<b>40%</b>



## 5. Adult Services: Summary of Market Sufficiency Issues and Stability Risks

### Introduction

The main adult services market sufficiency issues and market stability risks are summarised below: See sections 5.1 to 5.5 for more detail.



## Market summary - Older people's (aged 65+) residential and nursing care homes

What we have now					What we need																														
<p><b>The Older Persons care home market is large and diverse.</b> We commission from 94 different care home providers. 73 of these are located in the region.</p>					<p>We expect a slow decline from 906 to 880 per year in <b>residential placements</b> to 2025-26. Where retained the mix of residential models will need to change. More specialist dementia care beds will be needed. Less generic care beds will be needed.</p>																														
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #008000; color: white;"> <th style="padding: 5px;">Area/Type</th> <th style="padding: 5px;">Providers</th> <th style="padding: 5px;">Homes</th> <th style="padding: 5px;">Homes &gt;20 beds</th> <th style="padding: 5px;">Total beds</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">RC – Cardiff</td> <td style="padding: 5px;">28</td> <td style="padding: 5px;">54</td> <td style="padding: 5px;">13</td> <td style="padding: 5px;">546</td> </tr> <tr> <td style="padding: 5px;">NC – Cardiff</td> <td style="padding: 5px;">20</td> <td style="padding: 5px;">22</td> <td style="padding: 5px;">20</td> <td style="padding: 5px;">1,333</td> </tr> <tr> <td style="padding: 5px;">RC – Vale</td> <td style="padding: 5px;">17</td> <td style="padding: 5px;">31</td> <td style="padding: 5px;">9</td> <td style="padding: 5px;">299</td> </tr> <tr> <td style="padding: 5px;">NC – Vale</td> <td style="padding: 5px;">8</td> <td style="padding: 5px;">9</td> <td style="padding: 5px;">8</td> <td style="padding: 5px;">459</td> </tr> <tr style="font-weight: bold;"> <td style="padding: 5px;">Region Total</td> <td style="padding: 5px;">73</td> <td style="padding: 5px;">106</td> <td style="padding: 5px;">50</td> <td style="padding: 5px;">2,637</td> </tr> </tbody> </table>					Area/Type	Providers	Homes	Homes >20 beds	Total beds	RC – Cardiff	28	54	13	546	NC – Cardiff	20	22	20	1,333	RC – Vale	17	31	9	299	NC – Vale	8	9	8	459	Region Total	73	106	50	2,637	<p>We expect the number of <b>nursing placements</b> needed will increase 27% from 910 to 1,154 by 2025-26. This includes a post COVID bounce back surge in need in 2022 and 2023 followed by a steady increase in line with 2018 modelling of Older People's Housing Needs (see below).</p>
Area/Type	Providers	Homes	Homes >20 beds	Total beds																															
RC – Cardiff	28	54	13	546																															
NC – Cardiff	20	22	20	1,333																															
RC – Vale	17	31	9	299																															
NC – Vale	8	9	8	459																															
Region Total	73	106	50	2,637																															
<p><b>Between them the three funding authorities:</b></p> <ul style="list-style-type: none"> <li>Spend approximately £1.2m pw on Over 65's placements (based on Feb 2022 data snapshot) on 1,200 people.</li> <li>Make about 90% of these placements "in region."</li> <li>Incur 27% of expenditure with 5 different providers and 46% with just 10 different provider companies. <b>The market is more concentrated than it first appears.</b></li> </ul>					<p><b>Why we expect this:</b></p> <p><b>The age profile of the population is getting older.</b> The population aged 75+ is projected to increase by 54% in both Cardiff and in the Vale between 2020 and 2035. All other things being equal we would expect demand for residential/nursing care to increase over time.</p>																														
<p><b>Note:</b> The above data was accurate when the snapshot was taken. Since then fee uplifts for 2022/23 have been awarded based on the inflation strategies of the two local authorities.</p>					<p><b>The strategic intention of both Cardiff and the Vale is to support people to stay in their own homes for as long as possible.</b> Care homes will increasingly be used meet more complex needs and at end of life. The strategic intention is to minimise their usage.</p>																														
<p><b>The local market is largely run by 'SME' businesses,</b> although some large 'National' (England/Wales) providers do operate. In some cases these focus on supporting 'self-funders.' There are also a small number of charitable providers operating. <b>SME businesses are less resilient (financially and operationally) than large businesses and the risk of disorderly exits is greater. If one of the top 5 providers failed, this would be hard to manage.</b></p>					<p><b>Trends 2016-17 to 2018-19 show that both Cardiff and the Vale have reduced their use of residential care by 3.4%</b> while nursing care usage increased 9.6% as expected.</p>																														
					<p>Modelling for the 2018 Assessment of Older People's Housing and Accommodation Needs projected that by 2035 the need would:</p> <ul style="list-style-type: none"> <li><b>Increase for nursing care</b> by 981 nursing places. This equates to 58 extra places each year.</li> <li><b>Be the same for residential care</b> (1,175 places) to 2035 so the relative use of residential care is expected to reduce.</li> </ul>																														

Issues and risks	Conclusion/Actions
<p><b>Care home occupancy is now much improved compared to the IPC Providers Survey in Aug 2021. In the Vale, for example void levels are circa 13%</b> Previously COVID affected occupancy levels. In the IPC providers survey (Aug 2021) most providers reported reduced activity levels and 7/11 Vale, and 5/12 Cardiff care homes had occupancy levels below what they considered to be sustainable.</p> <p><b>3 small care home businesses in the Vale ceased trading in the last year.</b> This has had a small impact on available capacity.</p> <p><b>Care homes have significant staff vacancies.</b> In the IPC providers survey (Aug 2021) Cardiff homes had 2% staff vacancies and Vale homes had 6% staff vacancies. <b>Care homes still report not being able to recruit/retain the staff they need.</b> This affects market stability by limiting their ability to offer the capacity needed to be viable and to meet the increasing support needs of residents.</p> <p><b>Care home providers lack confidence.</b> In the IPC providers survey (Aug 2021) 60% of Vale and 67% of Cardiff Care homes expected costs to increase in the next year. Only 33% expected local authority or self-funder activity to increase. <b>This threatens market stability.</b> To mitigate this risk above inflation fee increases in the Vale and in Cardiff for 2022-23 have been agreed. This has eased this risk, but we will keep fees under review.</p> <p><b>Domiciliary care services have even higher workforce shortages.</b> In the IPC providers survey Aug 2021: Of those who responded, Cardiff providers reported 11% staff vacancies and Vale providers reported 10%.</p> <p>This results in waiting lists for domiciliary care. The full impact of these is covered in the domiciliary care section, but one effect is that care homes are used when they would not be first choice to meet some people's needs.</p> <p>This is a barrier to the aim to support more older people in the community and less in residential care, and it limits the scope to remodel care homes to use more flexibly to boost community support capacity while preserving enough bed capacity for when it is needed.</p>	<p><b>The stability of the older people's care home market is affected by trust in the sector due to COVID by citizens upon finances, concerns about rising costs and staff/skill shortages.</b> Attracting private investment to remodel excess generic residential care capacity and to build up nursing and dementia care capacity is challenging. This is a barrier making it harder for us address capacity shortages where the market lacks sufficiency.</p> <p>The recent recovery of occupancy levels coupled with recently agreed increases in care home fees has mitigated these risks to some extent, but we need to remain vigilant about them.</p> <p><b>Actions – We will continue to:</b></p> <ul style="list-style-type: none"> <li>• Improve our modelling capability so we can better understand how many care home beds we will need in the future.</li> <li>• Implement change across health and care services to increase prevention and reablement in line with “@Home” programme to slow the rate of demand for residential and nursing care.</li> <li>• Implement new more collaborative approaches to commissioning. This include reviewing best practice in dementia residential and nursing homes in summer 2022 to inform future approaches to commissioning.</li> <li>• Monitor care home fee levels and ensure the rates we pay are fair and sustainable, so our providers have confidence to invest in developing their service models.</li> <li>• Assist the care sector to move away from general residential care homes towards home-based care and promoting the development of additional high quality residential and dementia nursing care by December 2022.</li> </ul>



## Market summary - Domiciliary care for adults aged 18 and over

What we have now	What we need
<p><b>52</b> Currently there is a large and diverse domiciliary care market. There are 81 registered domiciliary care providers within Cardiff and the Vale 63 are located in the Cardiff, and 18 in the Vale</p> <p><b>Between them the three funding authorities</b> spend around £0.934m pw on domiciliary care. This buys approximately 52,600 hours pw from 87 providers giving an average blended hourly rate of £17.75 (based on data provided before 22/23 inflation uplifts were agreed). 43,834 of these hours are delivered by 68 providers based within Cardiff and the Vale. 13 Cardiff / Vale based providers currently do not provide any commissioned care for the three funding authorities.</p> <p><b>The local market is largely run by SME limited companies but has a larger number of charitable providers than the bed-based market.</b> SME and small charitable providers are less resilient than large providers <b>so the risk on a disorderly exit from the market needs to be planned for.</b></p> <p><b>The market is more concentrated than it first appears.</b> Around 20% of expenditure is with just 5 different provider companies and around 35% is with 10 provider companies. The failure of one of these large providers could be difficult to manage. However, <b>this is less concentrated than in the bed-based market.</b> This lowers the risk that the market would be destabilised if one large provider failed or withdrew, but it is still important that we have contingency plans in place in case this occurs.</p> <p><b>Domiciliary care access is not equitable in all parts of the region.</b> This is a particular issue in rural western Vale as some agencies only operate in urban centres like Barry and Penarth.</p> <p><b>A lack of domiciliary providers specialising in dementia care</b> (there is only one in the Vale) means some people who could be supported at home move into a care home prematurely.</p>	<p>We need more domiciliary care packages, the average care package will be bigger and domiciliary care staff will need to be more skilled. We expect a post COVID surge in demand in 2022/23. We are increasing the number of new packages by 5% (200 packages) starting from 2021/22 through to 2025/26. In hours this means we need to commission about 3,500 hours (+7%) more each week to meet expected demand in 2025/26.</p> <p><b>Why we expect this:</b></p> <p><b>The age profile of the population is getting older.</b> The population aged 75+ is projected to increase by 54% in both Cardiff and the Vale between 2020 and 2035. All other things being equal we would expect demand for domiciliary care to increase over time. In addition, <b>the strategic aim of both Cardiff and the Vale is to support people to stay in their own homes for as long as possible.</b></p> <p><b>This could lead to demand for domiciliary care rising faster than demography would suggest.</b> To counter this the strategic approach at Cardiff and the Vale is to (1) delay the age that age related support is needed via public health measures, and (2) use <i>reablement</i> when people first need support to minimise ongoing support needs.</p> <p><b>For younger adults with physical disability, learning disabilities, autism or other longer term needs the aim is similar.</b> We want to support more people to live independently in local communities, reduce the need for formal care where possible, and to minimise the use of bed-based care models.</p>

Issues and risks	Conclusion/Actions																														
<p><b>Domiciliary care (DC) providers were hit hard during COVID.</b> In the IPC providers survey (Aug 2021) around 50% of providers saw fewer hours purchased by local authorities, self-funders, and the health board. Hours for older people’s care reduced far more than for adults aged 18-64,</p> <p><b>All reported they had incurred increased costs</b> (staff, insurances, PPE etc). 35% in Cardiff and 73% in Vale had to furlough staff. 35% in Cardiff and 9% in the Vale took loans to survive.</p> <p><b>DC providers are confident that demand will bounce back.</b> In the IPC providers survey (Aug 2021) around 65% in both Cardiff and the Vale anticipate Local Authority funded activity to increase in 2022-23. 43% in Cardiff and 70% in the Vale expect self-funder activity to increase. 42% in Cardiff and 30% in the Vale expect health funded activity to increase. 73% of Vale and 50% of Cardiff providers anticipate recruiting more staff and 81% of Vale and 63% of Cardiff providers plan to increase staff training. <b>This is only possible if fee rates also increase to fund pay rises, training costs etc.</b></p> <p><b>DC providers have severe staff shortages.</b> The IPC providers survey (Aug 2021) showed 11% vacancies in Cardiff and 10% in the Vale. Most providers said they are not able to recruit the staff needed. There is a waiting list for DC (120 in Cardiff, 67 in the Vale). This is limiting the ability of providers to meet increases in demand. Without the right domiciliary support at the right time people’s needs can increase, family carers may be overburdened, hospital discharges can be delayed, and residential care may be used as a safer option than sending someone home without enough care. If DC providers cannot get the skilled staff they need, this will:</p> <ul style="list-style-type: none"> <li>• Undermine plans to support more older people in the community and support less in residential care.</li> <li>• Limit the chance for care homes to develop new services.</li> <li>• Limit plans to support more young adults “<i>in Area</i>” as suitably skilled community providers are lacking.</li> </ul>	<p><b>Domiciliary care capacity is insufficient now. With demand increasing this gap in market capacity will get worse in the next few years.</b> This gap can lead to poorer outcomes for people on waiting lists whose needs are not being met and can increase care costs in the short and long-term, particularly if higher cost hospital or residential beds are used to bridge any gaps in service.</p> <p><b>Domiciliary care market also faces stability challenges due to workforce shortages and concerns by providers that cost inflation might not be fully met by increased fee rates.</b> Provider responses to the IPC survey (Aug 2021) identified four common answers about what would help them the most in the future: Increased fees, more local authority funded activity, recruitment, and retention support, and increased self-funder activity. In Cardiff there was also a particular emphasis on new commissioning approaches.</p> <table border="1" data-bbox="1137 735 2029 1082"> <thead> <tr> <th>What would help most?</th> <th>Vale</th> <th>Cardiff</th> <th>Vale %</th> <th>Cardiff %</th> </tr> </thead> <tbody> <tr> <td>Higher fee levels</td> <td>12/21</td> <td>16/29</td> <td>57.14%</td> <td>55.17%</td> </tr> <tr> <td>More LA funded placements/ hours</td> <td>10/21</td> <td>16/29</td> <td>47.62%</td> <td>55.17%</td> </tr> <tr> <td>Recruitment and retention support</td> <td>8/21</td> <td>7/29</td> <td>38.10%</td> <td>24.14%</td> </tr> <tr> <td>More self-funder placements/ hours</td> <td>7/21</td> <td>11/29</td> <td>33.33%</td> <td>37.93%</td> </tr> <tr> <td>New approaches to Commissioning</td> <td>2/21</td> <td>9/29</td> <td>9.52%</td> <td>31.03%</td> </tr> </tbody> </table> <p><b>Actions – We will continue to:</b></p> <ul style="list-style-type: none"> <li>• Improve our modelling capability to better understand likely future domiciliary needs in the future.</li> <li>• Increase prevention and reablement in line with “@Home” programme.</li> <li>• Implement new more collaborative approaches to commissioning including agreeing fair fee levels.</li> </ul>	What would help most?	Vale	Cardiff	Vale %	Cardiff %	Higher fee levels	12/21	16/29	57.14%	55.17%	More LA funded placements/ hours	10/21	16/29	47.62%	55.17%	Recruitment and retention support	8/21	7/29	38.10%	24.14%	More self-funder placements/ hours	7/21	11/29	33.33%	37.93%	New approaches to Commissioning	2/21	9/29	9.52%	31.03%
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## Market summary - Adults (aged 18-64) residential and nursing care homes

What we have now					What we need																														
<p><b>The Younger Persons care home market is relatively diverse.</b> It is mainly made up of “SME” businesses, although some large ‘National’ providers do operate. There are a small number of Charitable providers operating. <b>A high number of “out of area” placements highlights a lack of “in area” capacity</b> and has cost implications as there is a “price premium” compared to local provision. Cardiff and the Vale commission from 94 different care home providers. 73 of these are located in the region.</p>					<p>We expect a:</p> <ul style="list-style-type: none"> <li><b>5% increase in new residential placements capacity</b> will be needed from 2021/22 (304 placements) to 2025/26 (318)</li> <li><b>20% increase in need for nursing care placements</b> from 2021/22 (41 placements) to 2025/26 (49)</li> </ul>																														
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<p>This capacity includes <b>43 beds in Specialist Residential Services</b> - small, nurse led units registered as hospitals for people whose needs cannot be supported adequately in social care.</p> <p><b>The three funding authorities</b> spend around £0.811m per week on Under 65’s placements (based on snapshot data) to support over 400 people. <b>46% of these placements are outside the region.</b> The biggest provider has no homes in the region. It is a ‘specialist’ provider. <b>This highlights the lack of local market sufficiency for adults aged 18-65 with complex needs</b></p> <p><b>The market is more concentrated than it first appears.</b> 26% of expenditure is with just 5 providers and 58% is with 10 providers. There is a <b>clear risk that the failure of one or two major providers could destabilise this market.</b></p>					<p><b>Population projections predict a rise in people with learning disabilities known to services of 16 pa in Cardiff while the Vale population is predicted to be static.</b> An increase in people aged &gt;65 is predicted in both areas equalling around 5 more each year. These people are expected to require greater support as they get older incl. social care and specialist health services e.g. dementia</p> <p><b>The vision is to enable adults with learning or other disabilities to have a good quality of life.</b> This means living locally where they feel good and well, are valued, and included in their communities. The aim is for more community support and less bed-based care.</p> <p><b>Recent activity trends</b> show some progress between 2016-17 and 2018-19: <b>Nursing care</b> reduced by 9.4% in Cardiff (32 to 29) and by 13.3% in The Vale (15 to 13), while <b>Residential care</b> usage was static (194) in Cardiff and rose by 10% in the Vale (90 to 99)</p>																														

Issues and risks	Conclusion/Actions
<p><b>The lack of adult placement capacity</b> and in particular the lack of capacity to support adults with complex support needs leads to an excess of demand for care home placements compared to supply.</p> <p><b>New SME local providers need more support.</b> For example, one SME reported a lack of support from commissioners and delays in commissioner communications created huge barriers to their attempts to enter the market. This risked the new venture failing before it got started.</p> <p><b>The lack of capacity in the region to accommodate and care for younger adults with complex needs has led to 46% of placements made being “out of area” (OOA).</b> More specialist learning disability, autism, and mental health services are needed.</p> <p><b>The lack of “in area” capacity creates a seller’s market so placing OOA is more expensive</b> and can have a negative impact on outcomes as it:</p> <ul style="list-style-type: none"> <li>• Physically separates people from family, friends, and home communities and weakens their natural circles of support.</li> <li>• Is more difficult (and more costly) to monitor the quality of care and support from a distance.</li> <li>• Costs more on average for an OOA placement e.g. the average OOA placement costs £2,089 pw compared to £1,683 “in” Cardiff and £2,049 “in” the Vale.</li> </ul>	<p><b>There is not enough market capacity in the region to meet the residential and nursing care needs of adults aged 18-64.</b> The most notable gaps are:</p> <ul style="list-style-type: none"> <li>• <b>“In area” specialist Learning Disability/ASD services for adults aged 18-64.</b> This leads to OOA placements and while developing “in area” capacity for some specialist services is hard to justify on the grounds that there is not enough demand within the region there are groups of people with similar support needs who (if compatible) could be brought back and supported by small specialist “in area” services.</li> <li>• <b>Specialist domiciliary and residential care services for people aged over 65 whose primary support need is Learning Disabilities.</b></li> <li>• <b>Specialist residential care home capacity to support younger people living with early onset dementia.</b></li> </ul> <p><b>Actions – We will continue to:</b></p> <ul style="list-style-type: none"> <li>• Improve our modelling capability so we can better understand how much care home capacity we need in the future.</li> <li>• Implement new more collaborative approaches to commissioning including agreeing fair fee levels so providers are confident to invest to develop their service models.</li> <li>• Explore regional or other partnership models to develop the market for specialist resources where there is a business case that supports this.</li> </ul>

## Market summary - Adult placements/shared lives

What we have now	What we need																
<p><b>Adult Placements</b> are sometime known as <b>Shared Lives</b>. They enable adults who need support to live in a family environment provided by approved hosts.</p> <p><b>In Cardiff, this service is provided by 10 largely charitable or local authority organisations the:</b></p> <ul style="list-style-type: none"> <li>Weekly cost of supporting the 37 long-term placements is £12,420 (Average £336 pw.)</li> <li>Largest provider supports 25 of the 37 placements. This is not a monopoly, but that provider has significant “<i>sellers’ power</i>.”</li> </ul> <p><b>In the Vale, Adult Placements, is an in-house service:</b></p> <ul style="list-style-type: none"> <li>It currently supports 33 long-term placements as well as respite/short-term placements for other people where this is beneficial.</li> <li>The weekly cost of supporting the 33 long-term placements is £13,280 (Average £402 pw.)</li> </ul> <p>In addition to the in-house Adult Placement service in the Vale, both Cardiff and the Vale Councils provide a complex needs day service through adult placements.</p> <p><b>Overall, the region supports seventy people in long term adult placements. This is roughly back to 2018-19 pre pandemic levels.</b> The cost of supporting these people is £25,700 per week (Average cost £367 pw).</p>	<p>We expect a bounce back to 2019 trajectory by 2022-23 followed by a gradual increase in new placements from 71 in 2022-23 to 94 (32% more) by 2025-26.</p> <p><b>Why we expect this:</b></p> <p>Although COVID took a toll on these placements. Cardiff and the Vale are both committed to using Adult Placements more in future.</p> <p><b>Adult Placements/Shared Lives are mainly used to support adults with learning disabilities</b> although it is suitable for many disabled adults and for people living with/recovering from mental illness. At present they mainly (88%) support adults aged under 65.</p> <p><b>The Adult Placements/Shared Lives model fits well with the joint regional health/social care vision</b> by enabling people to live the lives they want to. This means living locally where they “feel good and well,” are valued and included in their communities. Despite this good <i>fit</i>, recent years has seen only a modest 4% increase in activity between 2016-17 to 2018-19.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #008000; color: white;">Adult Placements - Region</th> <th style="background-color: #008000; color: white;">2016/17</th> <th style="background-color: #008000; color: white;">2018/19</th> <th style="background-color: #008000; color: white;">%Change</th> </tr> </thead> <tbody> <tr> <td>Total Aged 18-64</td> <td style="text-align: center;">58</td> <td style="text-align: center;">62</td> <td style="text-align: center;">+8%</td> </tr> <tr> <td>Total Aged 65+</td> <td style="text-align: center;">10</td> <td style="text-align: center;">9</td> <td style="text-align: center;">-10%</td> </tr> <tr> <td><b>Total Adult Placements</b></td> <td style="text-align: center;"><b>68</b></td> <td style="text-align: center;"><b>71</b></td> <td style="text-align: center;"><b>+4%</b></td> </tr> </tbody> </table> <p><b>The population of adults with learning disabilities is predicted to rise</b> between 2017 to 2025 by 125 (+16 per year) in Cardiff while in the Vale numbers are expected to remain the same. Both LAs will see an increase in people with Learning Disability aged 65+. Some of these older people with Learning Disability might benefit from the adult placement approach.</p>	Adult Placements - Region	2016/17	2018/19	%Change	Total Aged 18-64	58	62	+8%	Total Aged 65+	10	9	-10%	<b>Total Adult Placements</b>	<b>68</b>	<b>71</b>	<b>+4%</b>
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Issues and risks	Conclusion/Actions
<p><b>COVID took a toll on adult placements.</b> Several broke down and it was hard to put in the necessary support to establish new placements while COVID restrictions were in place.</p> <p><b>It is a challenge to recruit and retain adult placement carers who can support people with complex needs.</b> This restricts the number of people we can support through this inclusive model of support.</p> <p><b>To sustain placements it is important to have urgent response services available.</b> These need to be able to provide timely support when an individual carer needs extra support.</p> <p><b>The Cardiff adult placements market is highly dependent on one provider.</b> The largest provider supports 25 of the 37 placements. If this provider left the market in a disorderly manner the Cardiff market would be destabilised.</p> <p><b>Cardiff and the Vale are both committed to using adult placements more</b> provided suitable matches can be made and it is best model for the person. We are confident we can rebuild this service as we come out of COVID.</p>	<p><b>The adult placements market has been destabilised</b> by the impact of COVID. There is reduced capacity in this market because of COVID. The result is that:</p> <ul style="list-style-type: none"> <li>• Adult placement capacity is not sufficient to meet demand.</li> <li>• Residential care is sometimes used when an adult placement would meet that person's needs better.</li> </ul> <p><b>Adult placements remain a key part of our strategy to deliver the local vision</b> of enabling people to live the lives they want in their local communities. We are confident we can rebuild this service as we come out of COVID over the next few years and plan to ensure we have enough resources to recruit, train and provide necessary ongoing support.</p> <p><b>Our adult placements multidisciplinary community response teams</b> will provide rapid wrap around support. Our teams will support families through difficulties and provide day to day health and wellbeing support.</p> <p><b>Actions – We will:</b></p> <p>As detailed in the Joint Commissioning Strategy for Adults with Learning Disabilities 2019-2024 we plan to:</p> <ul style="list-style-type: none"> <li>• Work with provider organisations and people with a learning disability and their carers, to ensure that the opportunities available keep pace with the needs and changing aspirations of those using services.</li> <li>• Develop a greater breadth of service through exploring opportunities to support social enterprises and co-operatives to establish business models that are sustainable, cost effective and community focussed, including an expanded role for adult placements.</li> </ul>

## Market summary – Adult advocacy services

What we have now		What we need																										
<p><b>The Vale has 3 advocacy providers and Cardiff has 4</b></p> <table border="1"> <thead> <tr> <th>Vale Advocacy providers</th> <th>Cardiff Advocacy providers</th> </tr> </thead> <tbody> <tr> <td>Advocacy Matters</td> <td>Advocacy Matters</td> </tr> <tr> <td>Age Connects</td> <td>Age Connects</td> </tr> <tr> <td>Diverse Cymru</td> <td>MH Cardiff and Vale</td> </tr> </tbody> </table> <p>In addition Cardiff makes spot purchases from Dewis Advocacy for people with physical impairments</p>		Vale Advocacy providers	Cardiff Advocacy providers	Advocacy Matters	Advocacy Matters	Age Connects	Age Connects	Diverse Cymru	MH Cardiff and Vale	<p>We expect to need to do more to ensure individual's needs for advocacy are met in line with the spirit rather than the letter of the SSWB Act. Notably, by commissioning, designing, and funding seamless pathways focused less on criteria and thresholds and more focused on the need for help or to <i>"be heard"</i></p> <p>To do this we expect a shift to real and genuine co-production with providers and citizens is needed to develop a strategy that better reflects the true needs within the population.</p> <p><b>Why we expect this:</b></p> <p>The Cardiff and Vale PNA highlights the need to improve information and to simplify access to services. The PNA recommends improved awareness, signposting, and access to different forms of advocacy.</p> <p>Providers would welcome a more co-productive approach to commissioning and contracting. They commented on a lack of dialogue with commissioners after the contracts are set up e.g. one said <i>"we submit reports, but there is no feedback"</i></p> <p>Feedback, in the PNA, from Citizen's consistently praises good practice advocacy from small organisations that can offer practical support to help people to live their lives. They observe that these organisations need support, <u>not</u> reinvention.</p> <p>Cardiff and the Vale <u>both</u> recognise the need to improve access to different types of advocacy for older people, including people living with dementia, in their area plans.</p> <p>As a region we are preparing a tendering exercise for all adult population groups for Independent Professional Advocacy (IPA) in 2022/23.</p>																		
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<p><b>Data from the Vale shows that activity reduced during COVID, but we do not expect this trend to continue.</b> We expect needs will increase and advocacy will become more important than ever.</p> <table border="1"> <thead> <tr> <th>Vale Advocacy Activity</th> <th>2019-20</th> <th>2020-21</th> <th>2021-22</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td><b>Total</b></td> <td><b>403</b></td> <td><b>295</b></td> <td><b>226</b></td> <td><b>-44%</b></td> </tr> </tbody> </table> <p><b>Despite volatile activity level during COVID as shown in the table below expenditure on advocacy has steadily increased in the Vale while Cardiff's block contracts have remained stable</b> with spot purchases being made if needed from Dewis Advocacy.</p> <table border="1"> <thead> <tr> <th>Advocacy Exp £</th> <th>2019-20</th> <th>2020-21</th> <th>2021-22</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td><b>Vale Total</b></td> <td>£131,800</td> <td>£135,754</td> <td>£164,891</td> <td>25%</td> </tr> <tr> <td><b>Cardiff Total</b></td> <td>£257,685</td> <td>£257,685</td> <td>£257,685</td> <td>n/a</td> </tr> </tbody> </table>		Vale Advocacy Activity	2019-20	2020-21	2021-22	Change	<b>Total</b>	<b>403</b>	<b>295</b>	<b>226</b>	<b>-44%</b>	Advocacy Exp £	2019-20	2020-21	2021-22	Change	<b>Vale Total</b>	£131,800	£135,754	£164,891	25%	<b>Cardiff Total</b>	£257,685	£257,685	£257,685	n/a		
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Issues and risks	Conclusion/Actions
<p><b>Eligibility thresholds are hard for citizens to understand.</b> This is because advocacy for adults in Wales is fragmented, poorly resourced, and ill defined. It is driven by various and competing legislative and strategic drivers. This complicates access to advocacy</p> <p><b>Staff recruitment and retention is difficult</b> as:</p> <ul style="list-style-type: none"> <li>• Salaries have been eroded in recent years. Providers gave examples of budgets that have had no uplift since 2009 leading to high vacancy levels and few applicants for jobs.</li> <li>• High rates of vacancies has a knock-on effect on our ability to recruit and train volunteers further diminishing the workforce.</li> <li>• Older workers are retiring, and a younger workforce is not being developed to fill vacancies as the role is not well understood as a career option and people do not know where to look for jobs.</li> <li>• Applicants frequently have little experience and are rarely qualified.</li> </ul> <p><b>Workforce challenges combined with rising demand for commissioned services is leading to unmet need:</b></p> <ul style="list-style-type: none"> <li>• Providers report high levels of citizens who are entitled to support, but whose needs are not met due to limited supply.</li> <li>• Mental Health Matters noted high need relative to resources. Currently 1 member of staff is supporting 80 people.</li> </ul> <p><b>Limited access to advocacy affects disadvantaged groups most.</b> Providers feel that their services are often one of the first things to be cut to make savings as it is hard to prove what an individual advocacy intervention has prevented.</p> <p><b>There is a lack of quality assurance in contracts.</b> This could result in us commissioning inferior quality services and higher quality services being squeezed out of the market. One provider reported spending £2,500 p.a. on internal quality assurance.</p>	<p><b>Adult advocacy capacity is insufficient</b> to meet current eligible needs. Ensuring the market has sufficient capacity over the next 5 years is a priority as needs are increasing over time.</p> <p><b>Workforce challenges and funding levels present a significant threat to adult advocacy market stability</b> over the next 5 years.</p> <p><b>Providers would like to see a national review of advocacy services for adults</b> to:</p> <ul style="list-style-type: none"> <li>• Explore the potential to develop a national portal service like the children’s services offer.</li> <li>• Develop quality standards/commissioners’ assurance guidance.</li> <li>• Provide evidence for an advocacy cost/benefits case.</li> </ul> <p><b>Actions – We will:</b></p> <p>We will invest to develop an advocacy workforce strategy including promoting the sector as a career. As health and social care systems leaders we will also support a national review of advocacy if it is undertaken. Finally we will develop a more flexible integrated approach to commissioning advocacy and low-level support by:</p> <ul style="list-style-type: none"> <li>• Using a systemic co-productive approach with stakeholders.</li> <li>• Forming purposeful, collaborative relationships between local authorities, health boards and providers.</li> <li>• Sharing a mutual understanding of what advocacy is and the specific role of independent professional advocacy (IPA).</li> <li>• Sharing a collective agreement about when IPA is appropriate, and always considering its accessibility/ application alongside other forms of advocacy.</li> <li>• Building quality assurance into contracting.</li> <li>• Completing the IPA tendering process n 2022/23.</li> </ul>



## Sufficiency of Adult Services capacity to meet likely future levels of need?

In recent years citizens, experts by experience and staff in the region have been engaged in the population needs assessment (PNA) process. They have discussed their satisfaction with existing services and what they will need in the future? In addition to this we<sup>4</sup> undertook a survey of adults and older people's care and support providers in August 2021. This research provides a wealth of information to estimate possible future needs for each type of service in scope of the Market Stability Report.

To date COVID related uncertainty has inhibited detailed modelling of future needs for the regulated care and support services to compare against known capacity. However, as the COVID pandemic is now entering a more stable phase we decided the time was right use the PNA and IPC data to close this gap in our planning information. We held two workshops with Commissioners from across the region. Each workshop reviewed the evidence and reached consensus about likely levels of need for each regulated services for the 5 years to 2026. See table below:

Service	Capacity now	Usage now	Change to 2026	Comments re extra capacity needed by 2026
Older people – Residential Care	845	267	-3%	In area capacity is adequate. We need less basic residential care and more specialist care e.g. dementia and end of life.
Older people – Nursing Care	1,792	864	+27%	In area capacity is adequate, but we will need to utilise more of it to support providers to open mothballed capacity, recruit staff
Adults 18-64 – Residential Care	371	176	+5%	The number of places matters less than the complexity of needs that can be met. We need far more places located in the region to support people with complex needs including behaviour that is complex to support.
Adults 18-64 – Nursing Care	37	28	+20%	
Adult Placements/ Shared Lives	70	70	+32%	Need circa 25 more places (5 more each year)
Domiciliary Support Services <sup>5</sup>	68 Providers	43,834 Hrs pw	+7%	Need circa 12,300 hrs pw more “in area” capacity and more specialist services to meet more complex needs at home.
Adults Advocacy Services	Following the COVID-19 pandemic and due to the current economic crisis, we anticipate increases in need and a broadening of access will be required. Detailed modelling of future demand is needed.			

<sup>4</sup> Institute of Public Care (IPC) did this for us

<sup>5</sup> Currently commission 52,638 hours of domiciliary care pw from 87 Providers. 68 of these providers who supply 43,834 hours pw are based within the region. 19 providers are located outside the region

## Resilience of providers in the adult care and support market

- 5.7 - The summary market analyses above show that older people's care, and support markets face significant market stability risks at present. This is not a new issue for example the [care home market in Wales mapping the sector report](#) (Oct 2015) noted two key risks (see below) for the older peoples care home market. Arguably, these risks are now more acute than they were in 2015, in part because of the impact of COVID, although the level of voids has now returned to be roughly in line with pre-COVID levels.

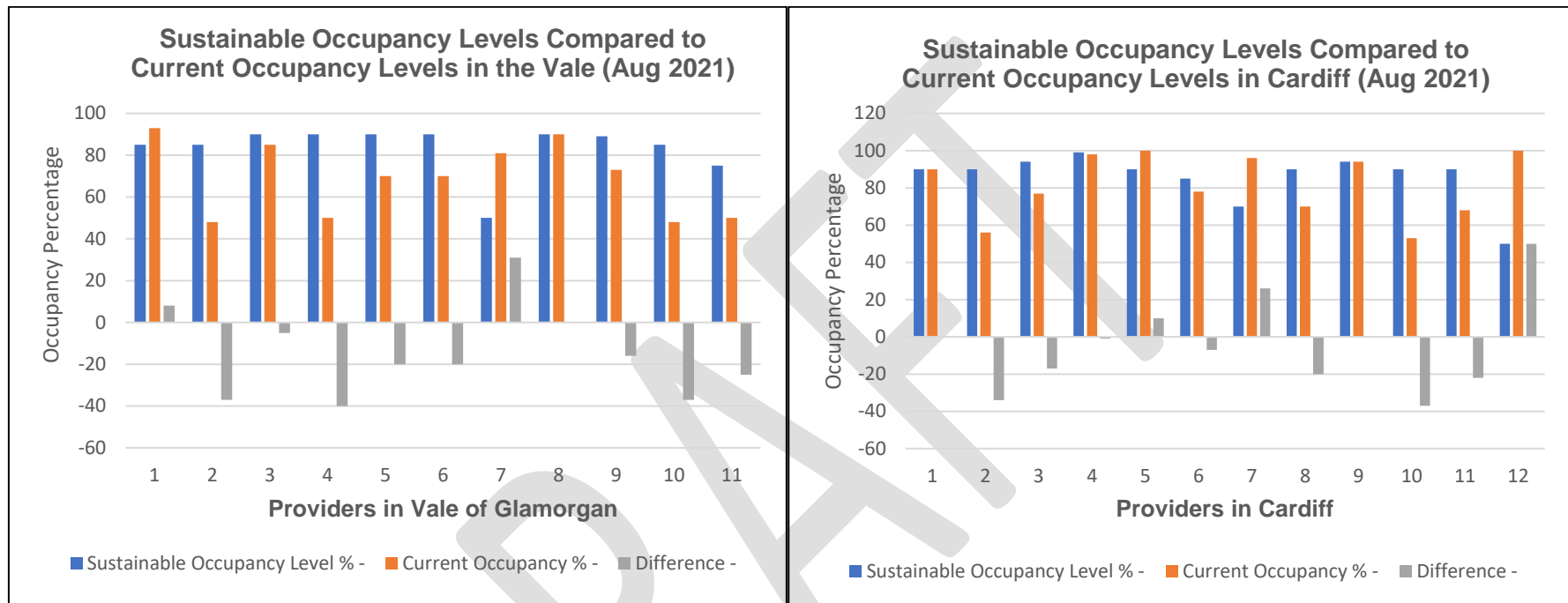
**The first risk identified in 2015 was the risk that one or two large providers could get into difficulty.** The report concluded this was a low impact risk because the market share of large providers in Wales was comparatively low. This is true in Cardiff and the Vale, but the "As Is" analysis shows that markets in Cardiff and the Vale are far more concentrated than you would first think. For example, the:

- Ten largest providers in the 18–64-year-olds care home market account for 58% of total weekly fees in this market.
- Ten largest providers in the older people's care home market account for 46% of total weekly fees in this market.
- Ten largest adult domiciliary care providers account for 35% of total weekly fees in this market.
- Largest individual adult placement provider in Cardiff supports 25 or 67% of all adult placements by Cardiff.

Therefore, if one of the largest 10 providers in any of the above markets was to fail or to withdraw from the market suddenly the impact would be hard to manage and the lives of cared for people would be negatively impacted.

**The second risk identified in 2015 was of ongoing closures of smaller group and single home providers as the economics of the market make them less viable and sales of property more attractive to their owners.** The report concluded this was a higher risk in Wales. We have found this risk is heightened at present in the region because adults care home and domiciliary care markets are largely run by 'SME' businesses, plus a few charitable providers. Such providers are less resilient in tough financial environments like the present. Additionally, the IPC survey adult care and support providers found that the position in August 2021 was that:

- COVID-19 had severely impacted the sustainability of care homes. Many homes experienced lower demand (from self-funders and from local authorities) and only a few experienced increased levels of demand. This has left many in fragile financial circumstances.
- There is a heightened risk of disorderly exit(s) from the care home market in the next 5 years due to sudden financial collapse or owners choosing to employ their assets in more profitable sectors. This is because many care homes in region have been operating with unsustainable occupancy levels e.g. 8/11 care homes in the Vale and 7/12 in Cardiff reported (in August 2021) that their occupancy levels were below sustainable levels.



COVID-19 has also had a severe impact on domiciliary care providers as 40%- 60% of them experienced reduced demand for hours from local authorities and from the health board. Around 1/3rd also saw self-funded demand reduce, although the current position is that demand is outstripping capacity due to workforce shortages.

Cost increases threaten the financial sustainability of domiciliary care. Most providers report that all categories of costs increased during the COVID-19 period and that most cost increases are unlikely to be reversed soon.

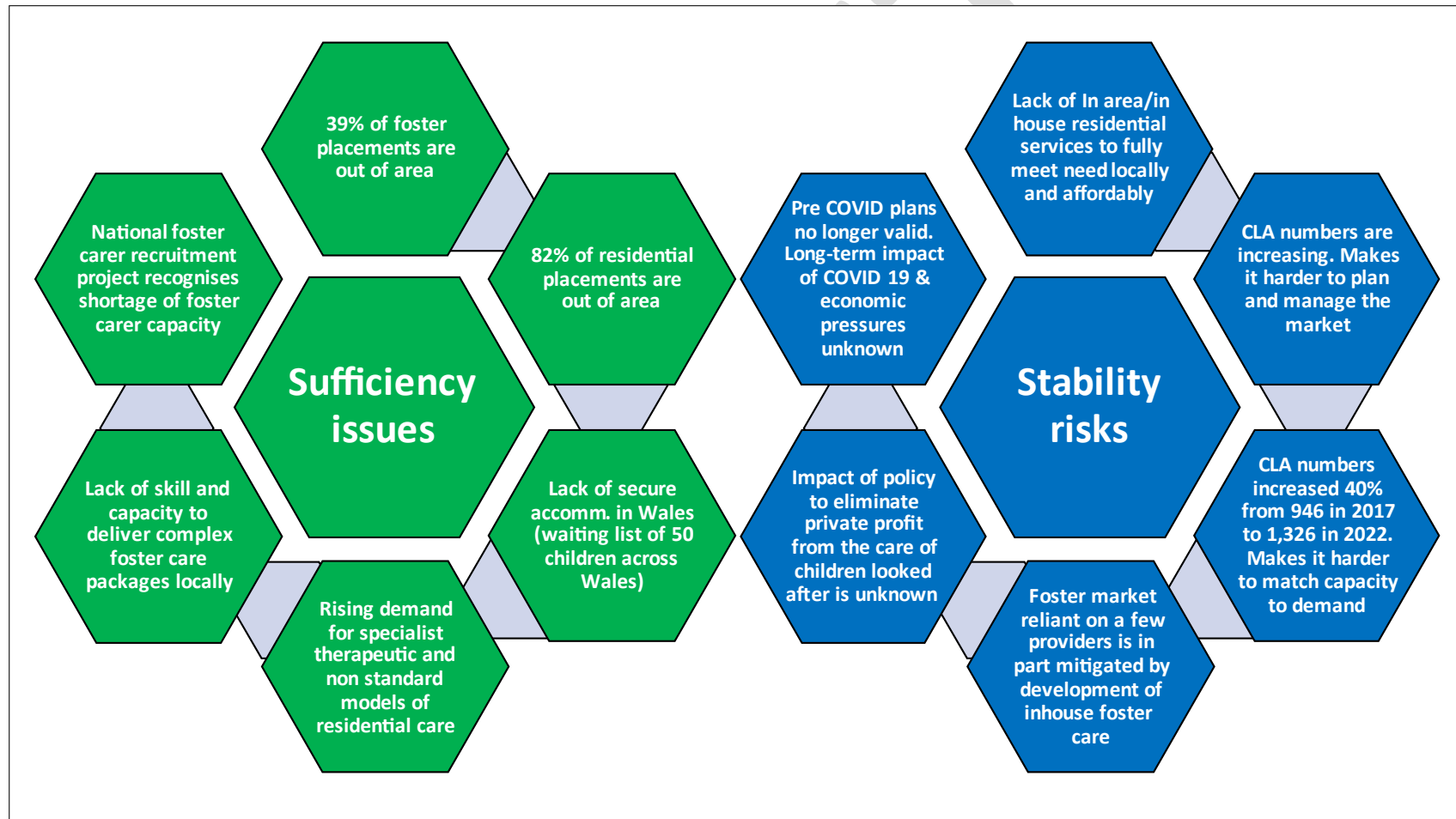
The risk of disorderly exits from the market due to financial difficulties is made more acute by significant reliance on emergency COVID-19 related government funding. Responses show that around 70% of domiciliary care businesses in the Vale and 35% in Cardiff depended to some extent on temporary emergency government financial support during COVID-19.

Recent increases in care home occupancy rates across the region as things recover after the worst of COVID-19, along with the above inflation fee increases recently agreed for 2022-23 and implemented in the Vale and in Cardiff have somewhat mitigated this risk for 2022-23. However, we recognise we need to be vigilant and to keep the sustainability of the fees we pay under regular review.

## 6. Children's Services: Summary of Market Sufficiency Issues and Stability Risks

### Introduction

We aim to build, reshape, and expand our current provision to further improve the outcomes for vulnerable children, young people, and their families/carers. The main sufficiency issues and stability risks we face are summarised in the diagram below. Sections 6.1 to 6.5 explore the issues in detail.



## Numbers of Children Looked After (CLA)

Like many other regions across Wales, Children Looked After (CLA) numbers have been increasing in Cardiff and in the Vale of Glamorgan. One of the reasons children become looked after are multiple and complex. Amongst others, they include parental substance and alcohol misuse, parental mental health, and domestic violence. The COVID-19 pandemic and the current harsh economic conditions are exasperating these existing issues.

Prior to the COVID-19 pandemic, we introduced initiatives that aimed to reduce the number of CLA. However, during the pandemic numbers increased again (see section 4.6). In the six years to 31<sup>st</sup> March 2022, the total number of CLA in the region increased by 40%. Initially, as we recover from COVID and families experience the effects of the current harsh economic situation, we expect CLA to increase before levelling out again. This levelling out will be the consequence of our work to shape the provider market alongside our initiatives with partners to support children and families to:

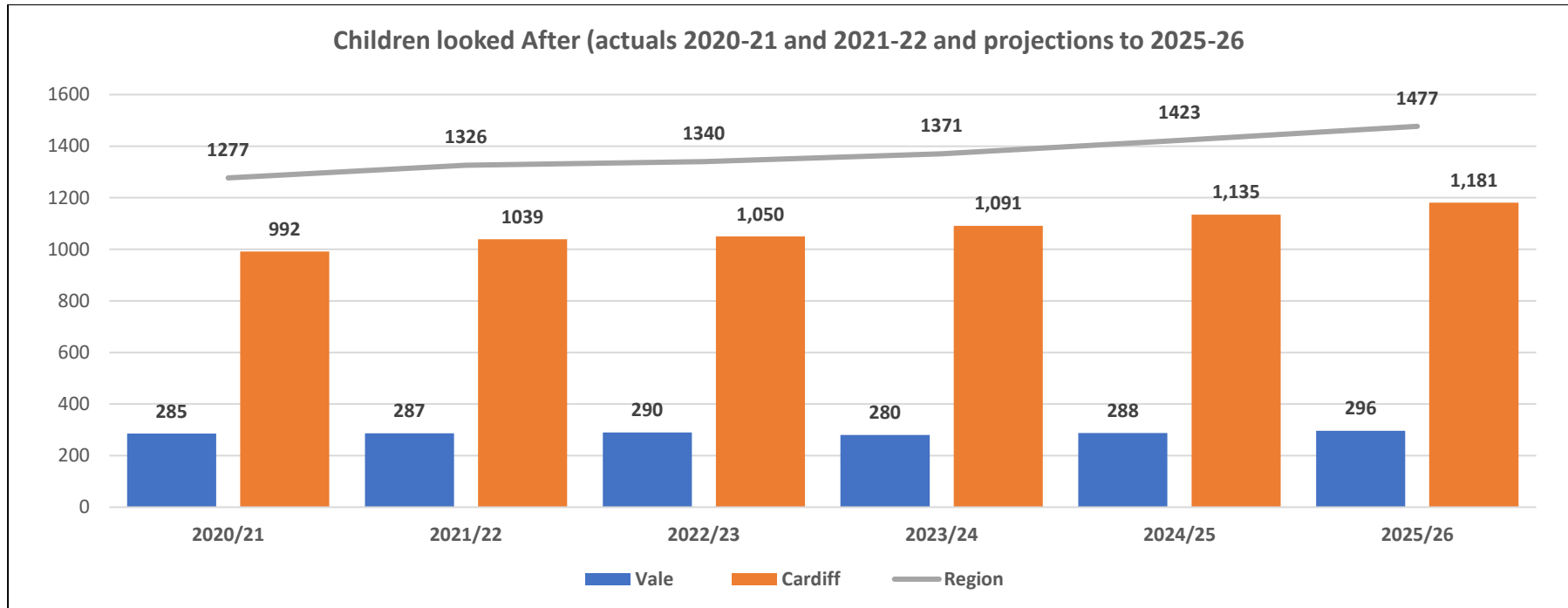
- Prevent them entering the care and support system (where appropriate).
- Provide the least disruptive/safe care option within families and their communities.

We have had some success in doing this despite the challenges of COVID-19 and economic hardship. For example, three years ago, the Vale set an intention to prevent 15 admissions of children into care in 2021-22. It overachieved this aim, as it prevented admissions for a total of 33 children from 21 families in 2021-22. Positively, all these children have remained at home.

A further 30 children have been stepped down from Public Law Outline (PLO)<sup>6</sup> in 2022 so far. This is a significant achievement. It shows that the intense pressures driving the need for care and support up can be mitigated by well-planned and timely support interventions. CLA numbers are, therefore, expected to continue to rise to 2026, but by only 11% (from 1,326 in 2021-22 to 1,477 in 2025/26) compared to 40% in the previous 6 years. See graph below.

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<sup>6</sup> The Public Law Outline is a legal framework put in place by the Ministry of Justice to provide guidance for the family court on how to manage cases involving care proceedings.



## Market summary - Children's care homes (Residential care homes, secure accommodation, residential family centres)

What we have now				What we need																																														
<p><b>The Children's care home market is relatively diverse.</b> It is mainly made up of local "SME" businesses, although some larger pan Wales and England/Wales providers do operate in the region.</p> <p><b>A high number of "out of area" (OOA) placements highlights a lack of "in area" capacity.</b> This has cost implications as there OOA placements can cost more than local provision. There are 15 different care and support providers on the CCSR database and a further 6 registered with CIW within Cardiff and the Vale. There is an in-house respite unit for children with disability in both authorities.</p>				<p><b>We expect a 27% rise in the need for new placements in children's residential settings</b> from 116 in 2021/22 to 147 in 2025/6. We need more:</p> <ul style="list-style-type: none"> <li>Residential placements based in Cardiff and the Vale.</li> <li>Specialist therapeutic and non-standard models of residential care to meet complex need.</li> <li>Secure accommodation in Wales and closer to home.</li> </ul> <p><b>Why we expect this:</b> The population of people aged under 19 in the region is projected to rise by 5.6% in the next 5 years per stats Wales based on 2011 census data.</p>																																														
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<p><b>Between the three funding authorities:</b></p> <ul style="list-style-type: none"> <li>Spend around £0.483m per week on Children's placements (based on snapshot data) to support over 110 people.</li> <li>82% of placements recorded on CCSR are OOA. <b>This highlights the lack of local market sufficiency for children with complex needs.</b></li> </ul> <p><b>The market is more concentrated than it first appears.</b> 33% of expenditure is with just 5 providers. 50% is with 10 providers.</p>				<p><b>Cardiff and the Vale both aim to</b> use residential care placements only where the complexity and challenge of a child or young person's needs mean they cannot live within a family setting, or where a young person is subject to a court ordered secure placement.</p> <p><b>CLA numbers have increased 40% from 946 at 31/03/17 to 1,326 in 31/03/22.</b> This has contributed to increased use of residential care. Between 2017 – 2022 Cardiff increased from 55 placements to 101 (+84%), and the Vale increased from 10 placements to 15 (+50%). Overall, the Region increased from 65 to 116 placements (+78%)</p>																																														

\* Other capacity is used by other local authority/NHS commissioners.

Issues and risks	Conclusions/Actions
<p><b>Residential providers have difficulty recruiting workforce.</b> Some cannot deliver a service in line with their statement of purpose.</p> <p><b>Demand is increasing for specialist therapeutic and non-standard models of residential care</b> including support for children with learning disabilities, ASD, and with mental health needs.</p> <p><b>Residential capacity in the region is being used by other local authorities</b> resulting in local children (avoidably) being placed OOA.</p> <p><b>The Assessment Centre (Falconwood)</b> is looking to change its SOP to help address immediate priorities to increase local placement sufficiency. There is a <b>lack of secure accommodation within Wales.</b></p> <p>Residential options are sometimes the only option available to support young people with complex needs as there is a <b>lack of foster carers with the skills to support complex needs and matching can be difficult.</b></p> <p><b>More support could be available in schools to support children</b> with complex or mental health needs providing early intervention to avert crisis or escalation in support needs.</p> <p><b>There is a lack of support for families and foster carers to keep children at home during challenging periods</b> - A new combined Adults/Children's DPS to source complex "at home" support has been set up in Cardiff to address this need. However, at present it is mainly adult service providers. Only two children's services providers to support families, foster and adoptive carers are listed. The children's support element of this DPS needs to expand.</p> <p><b>Mental health and emotional wellbeing needs are increasing</b> in the population. These needs are more prevalent in CLA for many reasons including adverse childhood experiences. Improved:</p> <ul style="list-style-type: none"> <li>• Mental health and emotional wellbeing support in the community would reduce family and foster placement breakdown rates.</li> </ul>	<p><b>Moderate market stability risks do exist but are being mitigated. The main concern is market sufficiency,</b> notably having enough specialist residential care capacity in the region.</p> <p><b>Actions – We will:</b></p> <ul style="list-style-type: none"> <li>• Develop foster care capacity and work with partners to develop wrap around family support for CLA with complex needs including crisis response and intensive intervention to prevent avoidable residential placement.</li> <li>• Develop in-house residential provision and work with providers to develop the local residential market so we can offer placements locally wherever possible.</li> <li>• Prioritise capital investment to increase the pipeline of inhouse homes coming on stream where/when needed.</li> <li>• Collaborate with providers to develop a range of local services to meet need.</li> <li>• Work with partners to develop and grow the delivery model to meet increased demand for specialist therapeutic residential placements in line with "<a href="#">No wrong door</a>" approach.</li> <li>• Re-develop two in-house care homes in Cardiff to better meet demand and complexity of needs of children with disabilities. This involves reducing beds from 8 (Ty Storrie) and 6 (Crossland) beds to 4 beds in each unit.</li> <li>• Develop a 3-bed property (Oakway) in Cardiff for emergency provision for 2 residents.</li> <li>• Use the Falconwood assessment centre in Cardiff for 12-week placements offering assessment, therapeutic support, and support for parents.</li> <li>• Provide a new 6 bed unit for age 16+ unaccompanied asylum seekers for use regionally.</li> </ul>



Issues and risks	Conclusions/Actions
<p>Therapeutic support in residential settings could provide early intervention, support recovery, and return to family settings.</p> <p><b>Discharges from child and adolescent mental health wards are sometimes delayed</b> because appropriate residential placements are not available.</p> <p><b>There was an increased demand for limited supply of residential family placements during the COVID-19 pandemic</b> with unknown impact on longer term demand.</p> <p><b>The policy to eliminate private profit</b> from the care of children looked after is unknown</p> <p><b>There is a moderate risk from provider failure.</b> This is risk is part mitigated as there is goodwill amongst providers to collaborate with us to overcome problems and we are developing in-house capacity acting as a control to limit the risk.</p> <p><b>Market concentration levels means there is a risk that the failure of one or two major providers could destabilise the market.</b> This risk is part mitigated as there are in-house residential units in each local authority that are being updated, and three residential providers work exclusively with the region.</p>	<p><b>We also lack in area specialist Learning Disability/ASD services for children and young people with complex needs.</b> This leads to OOA placements where children are separated from family and other support networks in their home community.</p> <p><b>Actions – We will:</b></p> <p>It is sometimes hard to make a business case to develop specialist “<i>in area</i>” capacity on the grounds that there is not enough demand within the region to warrant the investment needed. However, there are cohorts of young people with similar support needs for whom we could develop small specialist “<i>in area</i>” services. Therefore, where a business case can be made, we:</p> <ul style="list-style-type: none"> <li>• Will continue to press Welsh Government to develop sufficient secure accommodation capacity for our children and young people within Wales.</li> <li>• Are committed to prioritising capital investment in new in-house residential units in both local authorities.</li> </ul>

## Market summary - Adoption services

What we have now							What we need						
<p><b>Vale, Valleys, and Cardiff (VVC) Adoption Collaborative</b> is hosted by the Vale. It provides a regional adoption service to the Vale of Glamorgan Council, Merthyr Tydfil County Borough Council, Cardiff Council and Rhondda Cynon Taff County Borough Council.</p> <p>The table below outlines adoption activity for Cardiff and the Vale from referral into the service to the number of children adopted over a five-year period. Referrals into the service and a reduction in placement orders have both reduced in Cardiff and increased in the Vale. In terms of adoption orders the numbers granted have been relatively stable over the 5-year period. Positively the number of children waiting at the year-end is reducing and the overall number of children placed is increasing.</p>							<p><b>We expect the need for adoption placements to remain at a similar level to now.</b> Precise numbers will vary year on year depending on the ability to make suitable “<i>matches</i>” between children and available prospective adoptive parents.</p> <p>The priority for the service is to continue to reduce waiting times for children with a plan for adoption.</p> <p><b>Why we expect this:</b></p> <p><b>Population projections show that the number of children is expected to be relatively stable to 2026.</b></p> <p><b>The number of Children Looked After (CLA) in the region has increased 40% from 946 in 2017 to 1,326 in 2022.</b> This is because the complexity of support needs of children has increased in recent years. Therefore, although the overall population of children and young people is stable the number of CLA is likely to continue to increase in the next few years, albeit slowly (see 6.1 above).</p> <p>Adoption activity is not, however, expected to increase in the next five years as Cardiff and the Vale both plan to:</p> <ul style="list-style-type: none"> <li>• <b>Use prevention and early intervention approaches</b> to slow the rate of growth in the number of CLA.</li> <li>• <b>Support children to stay at home where possible.</b> Where this is not feasible both are committed to using kinship care, special guardianship orders, and foster care as their first route to permanency. Where this is not possible adoption will be considered as the most appropriate permanency option for a child.</li> </ul>						
Cardiff	2017-18	2018-19	2019-20	2020-21	2021-22	%	Vale	2017-18	2018-19	2019-20	2020-21	2021-22	%
Referred	117	62	50	62	73	-38%	Referred	21	16	17	30	28	33%
Placement orders	46	28	25	24	26	-43%	Placement orders	5	17	11	12	14	180%
Children placed	40	49	51	25	37	-8%	Children placed	2	10	20	8	17	750%
Adoption orders	27	22	31	37	35	30%	Adoption orders	7	5	8	12	10	43%
Children waiting	30	57	36	26	14	-53%	Children waiting	4	14	11	14	9	125%
Placed in region	15	15	31	20	29	93%	Placed in region	1	9	12	6	6	500%
Placed out region	25	34	20	5	8	-68%	Placed out region	1	1	8	2	11	1000%
<p>A notable change in respect of the provision of adoption services has been the need to provide a range of post adoption support services which for some</p>													

children require the provision of a therapeutic package. VVC assesses post adoption support needs and funding is agreed by the local authority. The table below shows the overall spend in respect of these packages (not including Adoption Allowances) and the number of children supported.

LA funded packages	2019-20	2020-21	2021-22	%
Cardiff Expenditure	£105,104	£94,051	£92,972	-12%
Cardiff Children	48	38	43	-10%
Vale Expenditure	£55,970	£63,380	£25,598	-54%
Vale Children	22	22	19	-14%

### Issues and risks

Since its' inception VVC has achieved success in many areas. Collaborative working has improved consistency of practice and process and has reduced delay for those children requiring adoptive placements. VVC has year on year increased its' adopter resource with a comprehensive marketing and recruitment strategy and currently has 36 approved adoptive families awaiting a match. The increased adopter resource has enabled more children to be placed locally which has also reduced the cost of agency fees. Regional working has also enabled specialist teams to be developed to focus upon key areas of activity and this has resulted in improved performance overall. However, a number of risks and issues do need to be acknowledged:

- **Insufficient supply of prospective adoptive parents for some groups** e.g. sibling groups, older children, children of mixed heritage, children with more complex needs.
- **Family breakdowns of in teenage years.** These breakdowns were a particular concern during COVID and highlight the need to:
  - Upskill staff to better address adoption specific experiences.
  - Better support families as issues arise over the years including ensuring timely access for adoptive families to specialist and universal wrap around support services during challenging times.

### Conclusion/Actions

Due to being a part of a national structure market **stability is not a concern. Overall sufficiency is also good** as at present VVC has 36 prospective adoptive parents awaiting matches, but "matching" challenges highlights a shortage of prospective adoptive parents for sibling groups, older children, children of mixed heritage and children with more complex needs

#### Actions – We will:

- **Continue to provide preventative and supportive approaches for families** to prevent needs arising or escalating such that children need to be looked after. Measures include Investing in the Integrated Family Support Team (IFST) - a partnership between the Vale of Glamorgan Council, Cardiff Council and Cardiff and Vale University Health Board, Flying Start programme, and Families First programme.
- **Continuing to develop timely adoptive support services** to meet the needs of adopted children and their families.
- **Ensuring local commissioners continue to support VVC** to recruit, train, retain and support new adoptive parents

## Market summary - Foster and kinship care

What we have now	What we need																								
<p><b>Kinship care</b> - See section 4.6 we have successfully increased the number of CLA subject to Court Orders who we place with family by 170% in the last 6 years (98 in 2017 to 265 in 2022) as opposed to mainstream foster care.</p> <p><b>Foster care</b> - The Children's Foster care market is relatively diverse. It has a mixture of third sector and <i>for profit</i> providers but includes some large national organisations. The <b>high number of 'out of area' foster placements highlights a lack of "in area" capacity.</b> This has cost implications as there can be a "<i>price premium</i>" compared to local provision. There are 17 different care and support providers on the CCSR Database – commissioned via Framework and Non-Framework placements.</p> <p>In 2021-22 a data snapshot at the beginning of March 2022 showed the 3 funding authorities were spending £0.491m pw on foster care placements to support 555 children. 39% of placements (recorded on CCSR in May 2022) are outside the region. This highlights a lack of local market sufficiency for Children's fostering placements.</p> <table border="1"> <thead> <tr> <th style="background-color: #008000; color: white;">Area/Type</th> <th style="background-color: #008000; color: white;">Placements</th> <th style="background-color: #008000; color: white;">Weekly Spend</th> <th style="background-color: #008000; color: white;">Ave £</th> </tr> </thead> <tbody> <tr> <td>Framework – Cardiff</td> <td>443</td> <td>£0.404m</td> <td>£911</td> </tr> <tr> <td>Non-Framework – Cardiff</td> <td>30</td> <td>£0.028m</td> <td>£922</td> </tr> <tr> <td>Framework – Vale</td> <td>81</td> <td>£0.058m</td> <td>£720</td> </tr> <tr> <td>Non-Framework – Vale</td> <td>1</td> <td>£0.002m</td> <td>£1,617</td> </tr> <tr> <td><b>Region Total</b></td> <td><b>555</b></td> <td><b>£0.491m</b></td> <td><b>£885</b></td> </tr> </tbody> </table> <p><b>The market is also highly concentrated.</b> Two of the top 5 providers are owned by the same <i>for-profit</i> organisation and account for 43% of expenditure. The top 5 providers in total account for 71% of expenditure. So there is a risk that the failure of one or two major providers would be highly disruptive and could be difficult to manage.</p>	Area/Type	Placements	Weekly Spend	Ave £	Framework – Cardiff	443	£0.404m	£911	Non-Framework – Cardiff	30	£0.028m	£922	Framework – Vale	81	£0.058m	£720	Non-Framework – Vale	1	£0.002m	£1,617	<b>Region Total</b>	<b>555</b>	<b>£0.491m</b>	<b>£885</b>	<p>We expect an increase of 34% from 841 foster or kinship placements in 2022 to 1,126 in 2026 will be needed. This compares to an actual increase of 28% in the previous 6 years. As per commissioning intentions the proportion of in-house foster placements needed is expected to increase from 22% to 25% of total kinship and foster placements.</p> <p><b>Why we expect this:</b></p> <p><b>Cardiff and the Vale both aim to use foster care and kinship care more</b> to support children to stay in family settings and in their own communities where possible. They want to increase their use of:</p> <ul style="list-style-type: none"> <li>• Kinship care.</li> <li>• In-house foster carers based locally more so more CLA are supported "<i>in area</i>" and use external "<i>out of area</i>" (OOA) foster agencies only when specialist skills are not available locally.</li> <li>• Prevention/early intervention approaches to slow the rate of growth in the number of CLA.</li> </ul> <p><b>However, the number of CLA in the region has increased 40% from 946 in 2017 to 1,326 in 2022.</b> The region is not unique and number of CLA have risen across the UK. More children who need support also have complex support needs. This increases the need for foster carers with specialist skills and for fast access to placements in crisis situations. Sometimes residential care has been used as an alternative when specialist foster care has not been available.</p> <p>The 34% increase in the use of foster and kinship care between 2017 and 2022 is positive.</p> <p>A high proportion of foster placements are OOA (e.g. 39% (215 out of the 555) foster placements on 31<sup>st</sup> March 2022) due to a lack of locally based skilled carers.</p>
Area/Type	Placements	Weekly Spend	Ave £																						
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<p><b>However, the degree of market stability risk is dependent on the ability of other providers and in-house services to absorb capacity</b> if a provider were to fail or withdraw from the market. Therefore, to mitigate this risk we are:</p> <ul style="list-style-type: none"> <li>• Growing our in-house capacity in Cardiff and in the Vale so sudden unmet needs can be supported at short notice.</li> <li>• Developing our partnership approach with all agencies in the market to increase the likelihood they would take on displaced foster carers/placements to grow their business.</li> </ul> <p>Therefore, although oversight of provider stability, provider strategy and ongoing risk assessment of the market concentration is important, it is also important we continue to develop in-house capacity and develop close relationships with all providers.</p>	<p>The shift from agency foster carers to in-house foster carers is also positive. For example, there were:</p> <ul style="list-style-type: none"> <li>• 14 less agency foster placements (387 down from 401) and</li> <li>• 40 more placements with in-house LA foster carers in 2022 compared to 2017 (189 up from 149)</li> </ul> <p>So our plans to rebalance foster care away from external agencies and towards in-house services are working albeit we want to accelerate the pace.</p>
<p><b>Issues and risks</b></p>	<p><b>Conclusion/Actions</b></p>
<p><b>The long-term impact of COVID-19 and the economic crisis on foster carers and kinship carers is unknown.</b> For example, longer term health problems or financial hardship may result in less people coming forward to care. However, so far, we have seen capacity improving post COVID-19 pandemic.</p> <p><b>Some new foster and kinship carers do not feel fully prepared/trained for the potential challenges ahead.</b> This increases the risk of placement breakdown during challenging times.</p> <p><b>The market in the region for foster carers with the skills needed to support children with complex support needs is insufficient</b> and siblings cannot always be placed together. This indicates a gap in the foster carer options available in the Region.</p> <p><b>There is a need for more support available for families/ foster carers to keep children at home during challenging periods.</b> The new combined Adults/Children's DPS for complex "at home" support in Cardiff is mostly adult service providers. Only two children's services providers, to support family, foster, and adoptive carers are listed. It needs to expand.</p>	<p><b>To mitigate the market stability risk,</b> we will monitor a risk of the current market concentration in foster care and engage with kinship carers and foster carers to understand the potential longer-term impact of COVID 19 and the economic crisis on future intentions.</p> <p><b>Actions</b> - To address market sufficiency issues we will:</p> <ul style="list-style-type: none"> <li>• <b>Continue our efforts to recruit in-house foster carers.</b></li> <li>• <b>Work co-productively with the foster care market to redesign the local fostering service offer.</b> This will include recruitment, training, rewards, short breaks, and initiatives, to increase the number of in-house foster carers available.</li> <li>• <b>Work with partners to develop foster carers skills and capacity to support children with complex needs</b> and develop a support network around foster carers such as fast track and intensive support in crisis and specialist support in line with the "team around the child" approach.</li> </ul>

**Long standing foster parents are becoming more aged.** There is a risk that their vast experience as well as the capacity they provide will be lost when they retire.

Developing packages to retain these carers for as long as possible needs to be a priority alongside recruiting new foster carers to form the next generation. Consideration should be given to how retired foster carers could still contribute e.g. as mentors to new ones.

**National Rules relating to how Kinship carers are paid have changed in recent years.** The changes make it more complicated for commissioners to design a local payment system that supports kinship carers fairly. Work is ongoing.

**Unaccompanied asylum seekers are arriving in much larger numbers than before.** This is because of the national transfer scheme. Quotas are known and we are building these into our planning assumptions, but placement finding is challenging.

We will also ensure we can better respond to the therapeutic and mental health and well-being needs of Children Looked After, their parents and carers by:

- Developing with our partners the range of therapeutic services available for CLA and their families.
- Reshaping our respite provision to offer flexible short break opportunities including emergency provision for children with disabilities, and other children, young people, and families.
- Participating in the “Foster Wales” project that aims to increase supply of foster carers across Wales.

## Market summary – Advocacy services for children and families

What we have now				What we need																																		
<p>Children and Young People who become CLA or are the subject of a child protection conference are offered advocacy. In 2021-22 advocacy spending and activity levels were:</p> <table border="1"> <thead> <tr> <th>Advocacy – Children/Families</th> <th>Vale</th> <th>Cardiff</th> </tr> </thead> <tbody> <tr> <td>Expenditure</td> <td>£53,000</td> <td>£258,000</td> </tr> <tr> <td>Issue Based Advocacy (IBA) hours</td> <td>731</td> <td>2,551</td> </tr> <tr> <td>Active offer hours</td> <td>122</td> <td>504</td> </tr> <tr> <td><b>Total hours (IBA/Active Combined)</b></td> <td><b>853</b></td> <td><b>3,055</b></td> </tr> </tbody> </table> <p>The level of advocacy support for children and young people has varied (in part due to COVID) during the last three years.</p> <table border="1"> <thead> <tr> <th>Vale (Clients)</th> <th>2019-20</th> <th>2020-21</th> <th>2021-22</th> </tr> </thead> <tbody> <tr> <td><b>Total</b></td> <td><b>157</b></td> <td><b>227</b></td> <td><b>167</b></td> </tr> <tr> <th>Cardiff (hours)</th> <th>2019-20</th> <th>2020-21</th> <th>2021-22</th> </tr> <tr> <td><b>Total</b></td> <td><b>4,262</b></td> <td><b>3,540</b></td> <td><b>3,055</b></td> </tr> </tbody> </table> <p>There is a national service specification. It provides some continuity across Wales. It is adapted by the region to meet local needs. Advocacy continued to be provided virtually throughout the pandemic. The service has migrated from virtual to in person as the guidelines have allowed. A national reporting template is used to report on performance and quality assurance on a quarterly basis.</p>				Advocacy – Children/Families	Vale	Cardiff	Expenditure	£53,000	£258,000	Issue Based Advocacy (IBA) hours	731	2,551	Active offer hours	122	504	<b>Total hours (IBA/Active Combined)</b>	<b>853</b>	<b>3,055</b>	Vale (Clients)	2019-20	2020-21	2021-22	<b>Total</b>	<b>157</b>	<b>227</b>	<b>167</b>	Cardiff (hours)	2019-20	2020-21	2021-22	<b>Total</b>	<b>4,262</b>	<b>3,540</b>	<b>3,055</b>	<p>The aim is to support our children and young people to make informed decisions with the young person's views and wishes being their sole focus. Advocacy will help children and young people to understand his or her rights and the choices of action that are available, but ultimately, any decisions taken will be the child or young person's own.</p> <p>As well as the provision of Advocacy on an individual basis we need the commissioned Advocacy provider to further develop thematic reporting to inform service delivery across the directorate on a strategic level. We need ongoing intelligence to identify gaps in services and future service delivery needs.</p> <p>We are currently re-tendering for the service and will be working with the provider to:</p> <ul style="list-style-type: none"> <li>• Expand the offer of Independent Visiting to eligible children and young people</li> <li>• Maximise the number of young people aware of advocacy through the active offer</li> </ul> <p>Developing pathways to ensure that service development opportunities identified through the Advocacy Service inform directorate wide service delivery</p>			
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Issues and risks				Conclusions and Actions																																		
<p><b>There is a gap in service</b> for children and young people within the Youth Justice system who are not on the child protection register or children looked after (CLA).</p>				<p><b>The main risk is the market sufficiency.</b></p> <p><b>In the short term</b> we acknowledge that providers need flexibility within their contracts to meet the needs of the individual</p>																																		

<p><b>Advocates need to be “Level 4” trained.</b> This requires more than 18 months of training for up to 2 days per month</p> <p><b>Quality Assurance.</b> Quality assurance is undertaken through a minimum of quarterly contract monitoring meetings with commissioners. Quality reviews are also undertaken by NYAS CEO, as the responsible individual. There are no current quality issues.</p>	<p><b>In the longer-term,</b> in the design of the current tender process we have acknowledge that providers need more certainty about future activity levels and funding to attract and maintain staff</p> <p><b>Actions – We will review:</b></p> <ul style="list-style-type: none"><li>• The information produced through thematic reports and contract monitoring to inform future service delivery and identification of gaps in service.</li><li>• We will work with providers as part of a new Regional Contract, the active offer KPI should allow flexibility within the services being commissioned so they meet the needs of the individual.</li></ul>
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## Sufficiency of Children’s Services capacity to meet likely future levels of need?

In recent years citizens, experts by experience, and staff in the region have been engaged in the population needs assessment (PNA) process. They have discussed their satisfaction with existing services and what they will need in the future. This research provides a wealth of information to estimate possible future needs for each type of service in scope of the Market Stability Report.

To date COVID-19 related uncertainty has inhibited detailed modelling of future needs for the regulated care and support services to compare against known capacity. However, as the COVID-19 pandemic is now in a more stable phase we decided the time was right use the PNA to close this gap in our planning information. To do this we held two workshops with Commissioners from across the region. Each workshop reviewed the evidence and reached consensus about likely levels of need for each of the regulated services to 2026 as required for the Market Stability Report. The results (see table below) indicate the main sufficiency challenges are in care home places and in foster care - In particular, in-house foster carers:

Service	In Area Capacity now	Capacity Used now	Change in need to 2026	Comments re extra capacity needed by 2026
Children’s care homes <sup>7</sup>	152 Placements	116 Placements	+27%	Need is expected to increase by 27% (circa 31 more places) (8 more each year). In particular, we need more “In Region” specialist therapeutic capacity
Adoption services	40 Placements	N/A	0%	Need is expected to be stable to 2026. Numbers will vary year on year depending on “matching,” but current available placements for Vale, Valleys & Cardiff region are sufficient.
Fostering services incl. Kinship Care	468 Placements	841 Placements	+34%	Need is expected an increase of 34% from 841 foster/kinship placements in 2022 to 1,126 in 2026. The proportion of in-house foster placements needed is expected to increase from 22% to 25% of total kinship and foster placements.
Children’s Advocacy Services	3,908 hours	3,908 hours	Not known	We are currently re-tendering for the service and will be working with the provider to: Maximise the number of young people aware of advocacy through the active offer

<sup>7</sup> Children’s Care homes includes secure accommodation services for children and residential family centre services

## 7. Strategic Themes

### Introduction

In sections 5 and 6 above we have described the specific sufficiency and stability issues for each regulated service market in scope. Our analysis of different issues and challenges in the individual market areas has identified seven key strategic themes. This section outlines these themes and what we plan to do to:

- Develop the market capacity in the region so it is sufficient to meet anticipated levels of future support needs.
- Safeguard the stability of regional care and support markets.

### Addressing workforce capacity and skills shortages

Feedback from citizens, commissioners, and providers all show that the ability to attract, develop and retain the workforce is the **most pressing** issue services face across all sectors.

Staff shortages are a market:

- Sufficiency risk - As they limit market capacity to meet the needs of the population in the most effective way.
- Stability risk - As providers cannot recruit/retain the staff they need to deliver sustainable levels of activity.

Our analysis of the regulated care markets has shown that staff and/or skills shortages are affecting many of the regulated services in scope of the MSR. Notably:

- In adult services domiciliary care providers do not have the capacity they need to take on new customers and we have too few adult placement/shared lives carers overall and need more with the skills to support people with complex needs
- In children's services we have too few foster and kinship carers overall and in particular with the skills to support children with complex needs and we lack prospective adoptive parents e.g. for sibling groups, older children, mixed heritage children and children with complex needs.

Recruiting and retaining staff with the skills to support people with complex support needs is a particular challenge that we will work with providers to address. Key issues we know that need to be addressed include:

- Wages are not attractive and there are workforce shortages across all sectors.
- The lack of a clear career structure and recognition of the value of care and support roles can mean that many employees see working in social care as a steppingstone to a career somewhere else.
- Jobs in certain services, such foster care, and adult placements are not well understood and so too few people apply.



## Paying fair fees



Paying fair fees is also fundamental to addressing the workforce recruitment and retention challenges outlined above.

The Competition and Markets Authority care homes summary report for Wales (2017) highlighted this was an issue across Wales. The significance of this issue locally has grown because of additional cost pressures due to the COVID pandemic and the current unprecedented rises in inflation for basics such as fuel, PPE, and wages.

Cardiff and the Vale local authorities have both recently agreed above inflation fee uplifts for providers for 2022-23 to address this risk in the short-term, but we recognise the need to keep the sustainability of fees under ongoing review.

The lack of supply of residential care for our children and young people coupled with growing demand for residential care (particularly for C&YP with complex needs) has resulted in us paying high and unsustainable fees in some cases. So while we are committed to paying fair fees for care and support, we are equally aware that in “*sellers-markets*” we need to guard against paying fees that are not value for money.

The implication of the above is that commissioners need to pay a fair cost of care to providers, but no more than a fair price. To help with this the Welsh Government published a toolkit “*Lets agree to agree*” for commissioners and providers in 2018. This or similar approaches will be used to help us agree a fair cost of residential and nursing care for older people in region over the 5-year period covered by this market stability report.

### 7.4. Developing In-House Services to lower market risk



We are strong advocates for a mixed economy and support for social enterprise. We see benefit in having in-house services as part of a mixed economy in terms of, increasing local flexibility, filling gaps in the local market, mitigating risk should private providers fail, and attracting capital investment to the locality. For example when 3 adult care homes recently closed in the Vale, we were able to offer a new home to many of the affected residents in one of our own in-house care homes.

Over the next 5 years we will develop more “*in area*” children’s services and services for working age adults with complex needs.<sup>8</sup> Where it makes sense in terms of social value, we will develop these as in-house services and/or work in partnership with local “*not for profit*” organisations. This is a key part of our strategy to: achieve fees for children’s services that are good value for money, ensure more children are support “*in area*” to be close to their families and their home communities, address the lack of capacity in the region to accommodate

<sup>8</sup> The Vale will also develop and modernise in-house care homes for older people. as it has care homes built in the 1960s and 1970s that are well suited to be adapted for dementia care and help it meet rising demand for dementia care.

and care for younger adults with complex needs “*in area*”, and develop a more resilient market that can meet the needs of more people with learning disabilities or ASD locally.

## Modernising commissioning and contracting



Our analysis of market sufficiency and stability in sections 5 and 6 above has identified several key risks that need to be mitigated. We recognise that to do this we need to collaborate closely with our provider market and to give providers certainty about future activity and fee levels. Without this certainty they will not have the confidence needed to invest to modernise service models and expand capacity where needed. We recognise that:

- We need to do more to co-produce our commissioning strategies with providers and to build provider confidence and that we need to do more in partnership with our providers in future to shape the market.
- During the COVID-19 pandemic we have learned much, particularly ways to overcome challenges through improving relationships and building trust between ourselves and providers. This provides us with a firm foundation on which to explore new ways of contracting based on outcomes where providers have greater choice, flexibility, and responsibility to deliver services to best meet the needs of citizens. For example, block or community contracts.
- Planning is becoming increasingly complicated as we develop a greater range of services, more preventative services and more integrated pathways across health and social care. We need to model – in detail – how much of which services we will need in the future. The process to produce this market stability report has highlighted the need to improve our planning evidence base.
- We need to use regional approaches where they will provide better value for money and build on our experiences of regional approaches to adoption and children’s advocacy services. For example, there may be scope to reduce “*out of area*” placements for younger adults by developing “*in area*” services for people to return to. The Regional Commissioning Board exists so as options arise the region is in well placed to evaluate the costs and benefits of each regional proposal on its merits.

7.6.

## Re-establish and strengthen quality assurance processes

During the COVID pandemic we adapted or disbanded quality assurance processes to comply with new pandemic regulations. These need to be re-established and further improved. Cardiff is implementing interim arrangements for adult services quality assurance until a new quality rating system based on the Dynamic Purchasing System goes live. The Vale has appointed a new quality assurance officer and implemented a new framework for quality.



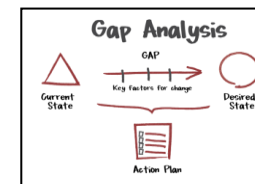
In a seller’s market for children and young people’s services, high fee levels do not necessarily equate to higher quality. The 4C’s undertakes a quality performance assessment for all providers in the framework which is reviewed by our commissioners as part of a panel facilitated by the 4C’s.

A lack of capacity in key areas can impact on quality.

Adult advocacy quality assurance standards are lacking and not asked for by commissioners. This contrasts with a rigorous operating framework used in Children’s Advocacy. We feel that adult services could learn from its approach.

## Address gaps in non-regulated prevention and early intervention services.

The PNA that accompanies this market stability report engaged widely with citizens, care and support providers and partner organisations. The aim was to explore market strengths, gaps, and opportunities to improve. This process identified several gaps in the range of services available.



Most gaps relate to non-regulated services. Often the gaps identified are prevention or early intervention services. If these services were in place and were effective, they would enable more people to live their lives without needing support from the regulated services in the scope of this Market Stability Report. Relevant gaps identified in the PNA include:

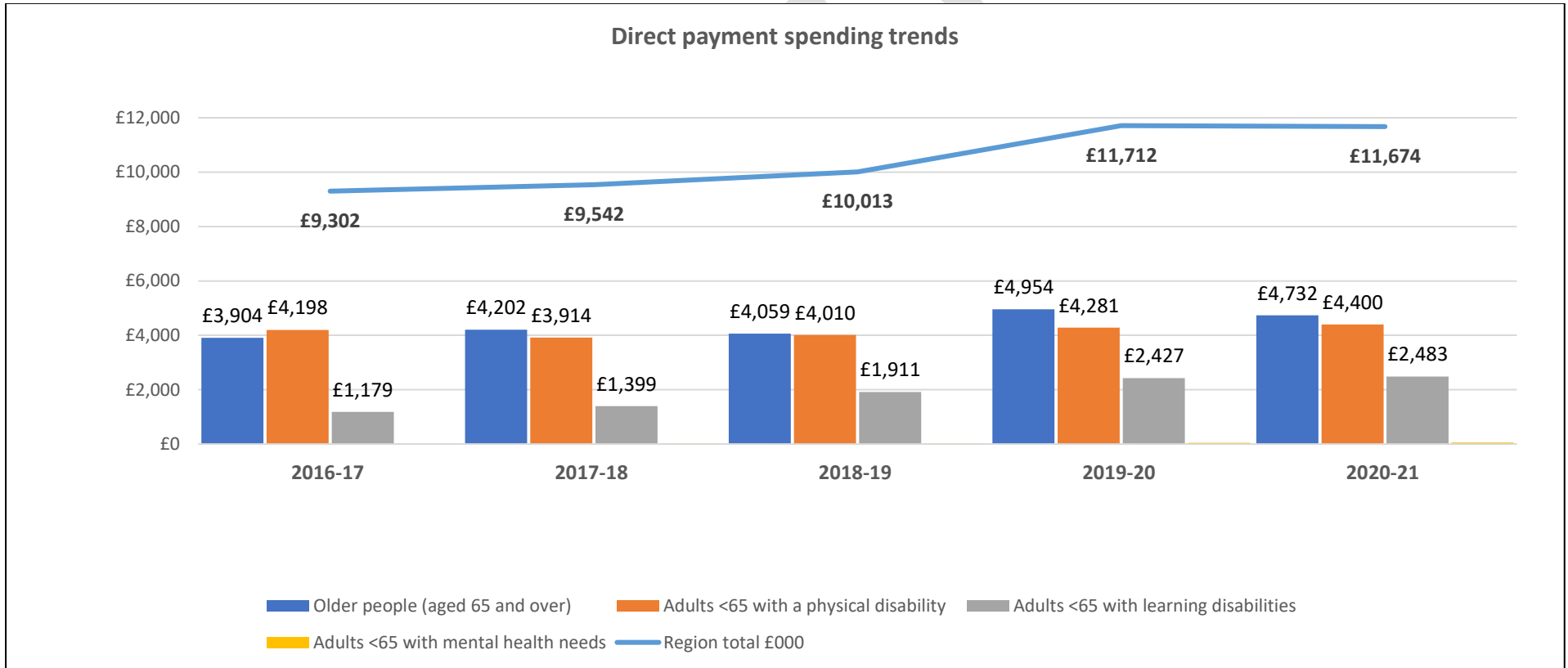
- **The need to develop housing with support capacity as an alternative to older people’s residential care and to delay entry to nursing care provision.** The Assessment of Older People’s Housing and Accommodation Needs for Cardiff and the Vale (2018) estimated that by 2035 we need the capacity of sheltered housing or retirement housing needs to increase from 3,698 to 6,071 units and the housing with care – extra care housing/assisted living capacity needs to increase from 309 to 1,276 units.
- **Rehabilitation: Older People need access to rehabilitation services for longer than the 6 weeks offered.** Sometimes a longer rehabilitation period would allow people to recover more skills and independence and so need less support in the long-term.
- **Delays in getting occupational therapy (OT), continence and social work assessments** adds to the delays accessing domiciliary support and may increase the risks.
- **Services for people with learning disabilities and sensory impairments:** The RNIB estimates that 10% of people with learning disability are blind or partially sighted. An estimated 3,792 adults have learning disability and moderate to severe hearing loss live in Cardiff and VOG. Effective support for this sensory impairment can often enable greater independence.
- **Services for people with learning disabilities and mental illness:** An estimated 25-40% of people with learning disabilities will develop mental health problems, but these may not be diagnosed as they are often falsely attributed to the learning disability. Effective support for this mental illness can often enable greater independence.
- **The Integrated Autism Service needs more capacity.** Its waiting times for new appointments was 18 months in August 2021 compared to delivery plan target of a maximum 26 week waiting time.
- **Need more support for families/foster carers to keep children at home during challenging periods.** There is a new combined Adults/Children’s DPS to source complex “*at home*” support in Cardiff, but it is mainly adult service providers. Only two children’s services providers to support families, foster, and adoptive carers are listed. It needs to be expanded.

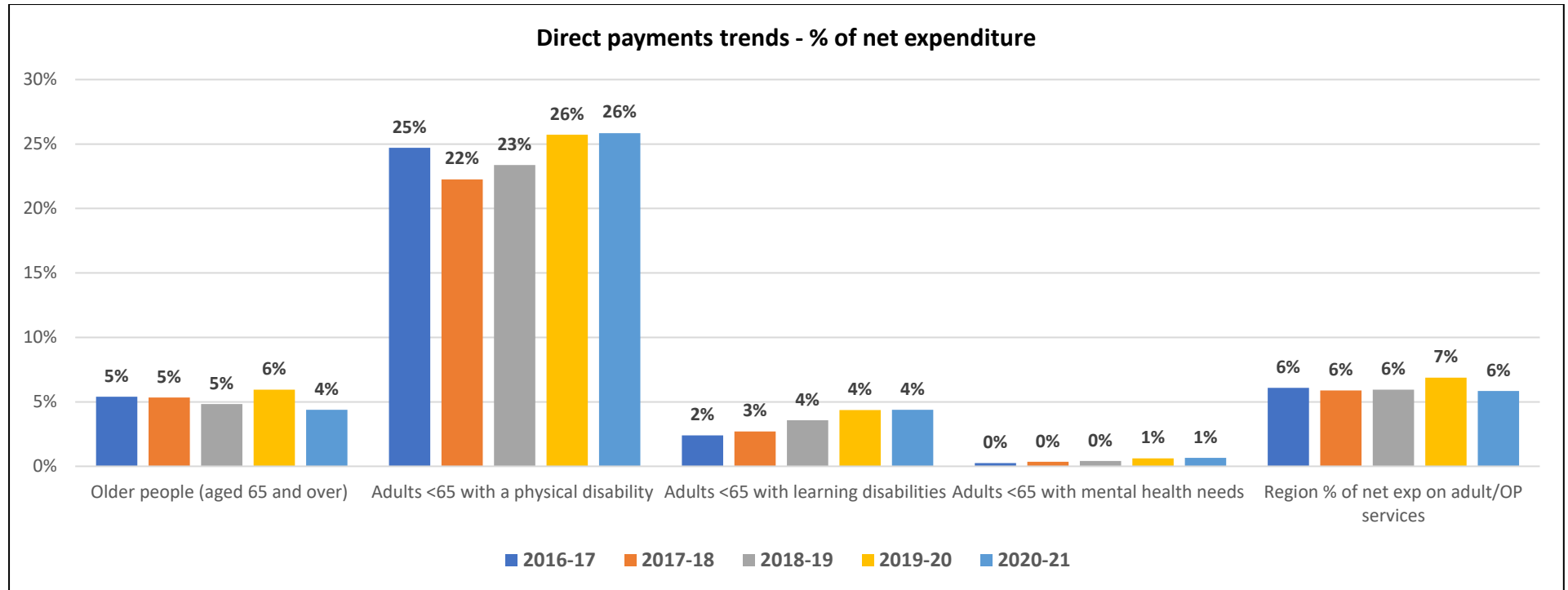
- **Improved access to children’s and young people’s mental health services.** Effective early mental health interventions and support for parents/foster cares could reduce family and foster placement breakdowns and subsequent demand for residential options. If effective this will enable more young people to be supported within their family.
- **Improved access to support for families with children with learning disabilities/difficulties.** Effective support for families including foster families could reduce family and foster placement breakdowns and subsequent demand for residential options. If effective this will enable more young people with learning disabilities/difficulties to be supported within their family.
- **The Assessment Centre (Falconwood)** is looking to change its SOP to help address immediate priorities to increase local placement sufficiency. **Increase residential / fostering parent and child provision** where sufficient support and monitoring cannot be provided in the community.

DRAFT

## Maximising choice and control by deploying direct payments

The biggest take-up of direct payments is by citizens under 65 with physical disabilities followed by citizens with learning disabilities. Over the last 5 years there has been a slight increase in take-up rates by citizens with learning disabilities, but otherwise take up has levelled off as shown in the graphs below. It shows that expenditure on direct payments has increased by £2.3m in the last 5 years, but as a percentage of total net expenditure on care and support it has remained relatively stable.





We plan to increase take-up rates for direct payments. We recognise that not all citizens want the responsibility of direct payments. So, we are developing the “Your Choice” service in the Vale. It has an outcome based blended fee rate as a half-way house offer to our citizens between direct payments and care and support. In addition we are:

- **Reviewing the micro enterprise model linked to direct payments currently used in Somerset.** This model creates a structure of micro enterprises that supports the increased take-up of direct payments. We think the model could be used in our region to expand take up of direct payments, so we are going to find out more about it. We are also working with the 4C’c to explore its potential use with children and young people.
- **Adapting quality assurance systems that help our citizens access good quality support** as the expansion of direct payments requires an expansion of the deregulated market so that people with direct payments have a wide choice of support to choose from.
- **Improving access to information and advice** to help citizens make more informed choices.



Date: 19 October 2022

Councillor Norma Mackie  
Cabinet Member for Social Services (Adults)  
County Hall  
Atlantic Wharf  
CARDIFF  
CF10 4UW



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*Correspondence Sent via e-mail.*

Dear Councillor Mackie,

**CASSC SCRUTINY COMMITTEE 17 OCTOBER 2022: COMMITMENTS TO UNPAID CARERS AND LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2021/22**

On behalf of the Community and Adult Services Scrutiny Committee, our sincere thanks for attending Committee on 17 October 2022 to present the Cabinet reports on Commitments to Unpaid Carers and the Local Authority Social Services Annual Report 2021/22. Please also pass on our appreciation to Sarah, Jane, and Cath Doman from the RPB.

The comments, observations and recommendations below were captured during the Committee's discussion at the Way Forward.

We commend both reports to Cabinet for consideration.

In relation to specific issues, Members would like to comment on the following:

**Commitments to Unpaid Carers**

Members were very supportive of both Charters and commitments proposed for recognising and supporting the significant role unpaid carers play in our communities. We asked a number of questions regarding the following, and were satisfied with the responses we received;

- Engagement and involvement of carers in the further development of the Charters and Action Plan;
- Ensuring the workforce is suitably skilled to deliver the commitments;
- Implementation of the commitments and Action Plan, including;
  - Key challenges
  - Changes to processes and procedures
  - Monitoring, evaluation and review of the Charter and Action Plan and the inclusion of Carers in this
- Low levels of take-up of Carers Assessments to date
- Financial Implications of the proposals

Further issues raised:

#### Consideration of the Carers Action Plan

During the questioning relating to the development and implementation of the Carers Action Plan, Members requested an indicative timeline for this. Officers responded that the Action Plan would be developed within the same timelines as the Directorate Delivery Plan, and Members would therefore **request** that the Carers Action Plan be brought to this Committee for consideration at the same time we consider next year's DDP.

#### Types of Conditions Carers are dealing with

Members also enquired about the types of conditions that carers are dealing with (e.g. dementia, physical disability etc), and a breakdown of this. Officers stated that, whilst they did not have a detailed analysis of this available at the meeting, it could be provided. Therefore, Members would **request** this information - Members acknowledge that carers do care for loved ones that have multiple needs, so if you are able to provide some context to aid our understanding, it would be very welcomed.

### Equalities Monitoring

Members asked a question about equalities monitoring, which would be critical in assisting in identifying and targeting individuals and communities that may not currently identify as carers and access to support. Whilst this detail was not available at the meeting, Members were offered a report on this issue, and therefore **request** that a profile of the ethnicity of current known carers be provided, linked with the profile of the City as a whole.

### Respite Survey

Members were made aware of the Respite Survey that is currently underway and would **request** that the output report from this survey be provided, when available. Please provide an indicative time of when this will be available to ensure that we can add it to our work programme accordingly.

### Carers that are aged 50+

Members enquired about those carers that are aged 50+ and whether any specific targeted work was being done with this cohort. Members were informed that this had not been considered, but all carers (including older carers) would be part of the overall awareness raising and engagement activities. Whilst Members do not have any specific recommendations on this issue at this time, we wish to flag that we have raised this issue and would **request** that the needs of this group be considered and included in the development of the Action Plan.

### Local Authority Social Services Annual Report (LASSAR) 2021/22

Members welcomed the opportunity to consider the LASSAR for 2021/22. Members asked a number of questions on the following issues:

- Your vision and aims as the new Portfolio holder
- Improving performance in relation to the review of care plans
- Progress towards meeting the Welsh Government's plans for Integrated Care

Members also asked further questions on the following;

### Workforce Pressures

Members asked a number of questions on a range of workforce issues, including sickness absence (including monitoring long/short-term sickness; assessments on return to work; and support for staff to come back to work); problems relating to the recruitment of staff, particularly social workers; the use of agency staff and what roles or gaps in provision are these in; the need for joined-up working to give staff more flexibility in their work (hours, assistance with transport etc); and were reassured that the QA Manager had been recruited and would be joining the Team soon.

Members were informed that a Workforce Plan is being developed and **request** that this be shared with Committee when available. We would also wish to ensure that information relating to the use, type and numbers of agency staff be included in the Plan. Please indicate a timescale for this, so we can add to our work programme accordingly.

### Safeguarding

Members asked about the rise in numbers in relation to safeguarding referrals and requested a breakdown of what the safeguarding issues relate to (i.e types of safeguarding concerns referred), and some commentary in the reasons for the rise. Whilst this information was not available in detail at the meeting, it was suggested that this could be provided, and we would therefore **request** this information.

### Discharge of Patients and Transfer of Care

Following a question on the collection of statistics and setting of targets in relation to this issue, Members were informed that the collection of statistics had been suspended during the Covid-19 pandemic period, but there had been a recent Welsh Government Review on targets for this area, which has resulted in the decision for their reintroduction. Officers informed Members that they had yet to have further information of when the reintroduction was likely to happen, but this Committee

**requests** that it be kept informed of progress on when these targets are to be reintroduced and these be reported to Committee accordingly.

Members were also informed that a “deep dive” into this issue was going to be undertaken and would therefore **request** that the output report be provided to this Committee, when available. Please indicate a timescale for this, so we can add to our work programme accordingly.

A response to this letter is requested, and to recap, the Committee **is requesting:**

#### Commitment to Unpaid Carers

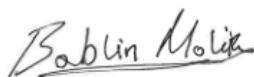
- i. Agreement that the Carers Action Plan be brought to this committee for consideration at the same time we consider next year’s DDP.
- ii. Provide a breakdown of the types of conditions that carers are dealing with (e.g. dementia, physical disability etc). Some further narrative relating to those carers who are dealing with multiple needs and what these are would also be welcomed.
- iii. Provide a profile of the ethnicity of current known carers, linked with the profile of the City as a whole.
- iv. Provide a copy of the output report from the Respite survey to this Committee, when available. Please provide an indicative time of when this will be available to ensure that we can add it to our work programme accordingly.
- v. Give assurances that the needs of Carers Aged 50+ be considered and included in the development of the Action Plan.

- vi. A copy of the Workforce Plan be shared with Committee when available. We would also wish to ensure that information relating to the use, type and numbers of agency staff be included in the Plan. Please indicate a timescale for this, so we can add to our work programme accordingly.
- vii. Provide a breakdown of what the safeguarding referral issues relate to (i.e types of safeguarding concerns referred), and some commentary in the reasons for the rise.
- viii. That this Committee be kept informed of progress on when targets in relation to the discharge of patients/delayed transfer of care are to be reintroduced and assurances that these be reported to Committee accordingly.
- ix. That the output report on the deep dive into discharge of patients/transfer or care be provided to this Committee, when available. Please indicate a timescale for this, so we can add to our work programme accordingly.

There are no formal recommendations arising from this letter.

Once again, on behalf of the Committee, please pass my thanks to all who attended the Community & Adult Services Scrutiny Committee. I look forward to a response.

Yours sincerely,



**COUNCILLOR BABLIN MOLIK  
CHAIR, COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE**

cc Members of the Community & Adult Services Scrutiny Committee  
Sarah McGill, Corporate Director, People & Communities  
Jane Thomas, Director Adults, Housing & Communities  
Cath Doman, Regional Partnership Board  
Cllr Adrian Robson – Group Leader  
Cllr Rhys Taylor – Group Leader  
Cllr Andrea Gibson – Group Leader  
Chris Pyke, OM Governance & Audit  
Tim Gordon, Head of Communications & External Relations  
People & Communities Performance Leads

Date: 20 October 2022

My Ref: CYP/LASSAR\_Q1\_UC/Oct22



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Neuadd y Sir  
Caerdydd,  
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Councillor Ash Lister  
Cabinet Member for Social Services (Children's)  
County Hall  
Atlantic Wharf  
CARDIFF  
CF10 4UW

Dear Ash,

**CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE – 19 OCTOBER 2022 –  
COMMITMENT TO UNPAID CARERS; LOCAL AUTHORITY SOCIAL SERVICES  
ANNUAL REPORT 2021/22; AND CHILDREN'S SERVICES Q1 PERFORMANCE  
2022/23**

Please accept my thanks on behalf of the Committee for attending the Children & Young People Scrutiny Committee to facilitate the consideration of Cabinet proposals relating to the RPB's Commitment to Unpaid Carers; the Local Authority Social Services Annual Report 2021/22; and Q1 Performance – the latter two Items will be commented on together in this letter. Please also pass on our thanks to Sarah McGill and Deborah Driffield.

The Committee commends the two reports to Cabinet for consideration at its meeting today. A further letter on the Youth Justice Service will follow in due course, as this was not a pre-decision item.

As Chair of this Committee, I would again wish to take the opportunity to welcome you to your role as Cabinet Member responsible for Children's Social Services, and I will strive to ensure that the positive relationship we have with Children's Services continues and that we remain impartial and non-political in our dealings with you. Whilst our role involves us being a "critical friend", we recognise the complex issues you face in your role and we are here to understand the challenges, support you and officers, and champion improving outcomes for our most vulnerable children and young people.

The comments, observations and recommendations below were captured during the Committee's discussion at the Way Forward.

## **Commitments to Unpaid Carers**

The Committee noted the Cabinet report and would wish to be kept informed of the development and implementation of the Carers Action Plan, once available.

## **Local Authority Social Services Annual Report 2021/22/Q1 Performance**

Members welcomed the opportunity to consider the LASSAR and Q1 Performance and did so in conjunction with each other (as well as the supporting documents to the LASSAR Item, such as the Directorate Delivery Plan) as an opportunity to “look back” at how the Service performed in continuing unprecedented circumstances, as well as the current and future priorities for Children’s Services. Specific comments are as follows:

### **Intervention and Review Hubs**

Members asked for an update regarding the Intervention and Review Hubs and if there was evidence available in terms of performance. Deborah responded that she would produce a performance report for the Committee on some of the early findings and performance, including some examples of how the Hubs have helped families and their journey through the Hub. The Committee would welcome this report and look forward to receiving it in due course.

### **Statutory Visits**

Linked with the above, whilst discussing Q1 performance, Members shared your concerns regarding the delays in carrying out statutory visits and the performance rates for carrying these out in time. Officers responded that they are focussing on this issue, including the use of mobile phone tech to improve reporting of statutory visits.

As part of its priorities for 2022/23, the Committee agreed that it wished to review and evaluate at how effective innovations introduced by Children’s Services (including the above Hubs) have been at a future CYPSC meeting. Reviewing improvements to key areas such as this will be crucial part of that piece of work. I will link with you and officers to agree the most appropriate time for this information to be reported to CYPSC, though any initial thoughts via your response would be appreciated.



### Recruitment of Social Workers

Members asked a number of questions around the recruitment of social workers and asked whether there had been discussions with Welsh Government on this issue. We enquired about the sustainability of the market supplement; the potential of other local authorities “competing” via this kind of incentive; pay and conditions; and losing social workers to border authorities in England. We also asked whether students in schools, colleges and universities were being approached to work for Cardiff and whether a university conversion course had been explored.

We appreciated that much is being done to try to mitigate the challenges on all these matters and the reality of the situation not just faced by Cardiff but across the country. We asked whether, as a Committee, there was anything we could do to lend our support to the Cabinet and Service Area to get behind you and even lobby Welsh Government on this issue if required. We wish to reiterate that support, and I will make arrangements (via the Scrutiny Officer) to meet with you and officers (in consultation with CYPSC Members) on how we could do this and what would be the most effective way to do this.

We would also **request** that the potential of a university conversion be explored and reported back to this committee at a later date.

### Additional Learning Needs (ALN)

We asked questions relating to whether there were processes in place with internal partners to support those children and young people with ALN to ensure sufficient safeguards are in place for them. Officers responded comprehensively on the Service’s relationship with Education and were told about the “Virtual Head Teacher” initiative. We would be interested to hear more about this, so will make contact with Education colleagues to obtain this information.

### Children Looked After (CLA)

Given the new legislation relating those young people who may have ALN, and how this is impacting on those who are also CLA, Members asked what evidence and assurances could be given in relation to the Service Area monitoring this, particularly attendance at school. Therefore, Members would request information relating to this, including any challenges the Service might be facing in this area.

## Placements

We asked a number of questions around placements and the need to ultimately ensure better outcomes for children & young people, balanced against the shortage of placements and the complexities of registration of placements. We **request** that a verbal briefing be held with yourself, officers and CYPSC Members on the issue so that we can gain a better insight and understanding of placements, and the need to ensure that the language we use on this issue is carefully considered and communicated correctly. I will ask the scrutiny officer to link with you and Children's Services officers to arrange this.

## Data and Information

On considering both the LASSAR and Q1 performance, Members agreed that some of the data collected and presented as required by Welsh Government was not always a useful way of measuring "performance". We agree that data and information needs to be outcome based, and there is an opportunity for any reader of data and information to "look behind the figures" and not simply base judgements on quantitative figures. As a committee, we again offer our support in approaching Welsh Government on this issue, and I will make arrangements (via the Scrutiny Officer) to meet with you and officers (in consultation with CYPSC Members) on how we could do this and what would be the most effective way to do this.

During the consideration of Q1 performance, Members discussed the target rates shown in the report in relation to social worker recruitment and gaining a better understanding of this. In response, Deborah offered to undertake a session on this issue, to include receiving some anonymised examples in relation to Child Protection Referrals and those coming in via the Front Door. I will ask the scrutiny officer to link with you and Children's Services officers to arrange this, to be potentially held at the same time as the "placements" briefing.

## Complaints

During Sarah's statement, she acknowledged that complaints remain an issue across the Service and that she would be looking at this as a priority. Members would welcome a report back on this issue, once available.

To recap, this Scrutiny Committee will commit to the following:

1. Link with yourself and officers to explore how this scrutiny committee can help and support you in ongoing discussions regarding the recruitment of social workers; and improved data and information required by Welsh Government.

2. Link with you and officers to arrange a verbal briefing/session with us to consider placements; and for us to gain a better understanding of the role of Social Workers, including receiving some anonymised examples in relation to Child Protection Referrals and those coming in via the Front Door.
3. Link with officers in Education & Lifelong Learning to gain some further information on the “Virtual Head Teacher” and other developments of work with Children’s Services.

We request the following information from you:

4. A performance report on some of the early findings and performance from the Interventions and Reviewing Hubs, including some examples of how the Hubs have helped families and their journey through the Hubs.
5. Report back on evidence and assurances in relation to the Service Area monitoring new legislation relating those young people who may have ALN who are also CLA, particularly attendance at school, including any challenges the Service might be facing in this area.
6. Some initial thoughts on when the most appropriate time for CYPSC would be to receive a report to Committee on Innovations in Children’s Services.
7. That the potential of a university conversion be explored and reported back to this committee at a later date.
8. A report back on addressing complaints be submitted to this Committee, once available.

There are no formal recommendations arising from this letter.

Once again, on behalf of the Committee, please pass my sincere thanks to all who attended Children & Young People Scrutiny Committee. I look forward to a response.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'L. BRIDGEMAN', written over a light grey rectangular background.

**COUNCILLOR LEE BRIDGEMAN**  
**Chairperson – Children and Young People Scrutiny Committee**

CC: CYPSC Members

Sarah McGill, Corporate Director, People and Communities

Deborah Driffield, Director of Children's Services

Liz Williams/Debra Willis, PA to the Corporate Director

Jennifer Goss, Cabinet Support Office

Kim Thorpe, PA to the Director of Children's Services

Jo Watkins, Cabinet Support Manager

Tim Gordon and Jeremy Rhys – Media and Comms

Cllr Adrian Robson – Group Leader

Cllr Rhys Taylor – Group Leader

Andrea Gibson – Group Leader

David Hugh Thomas – Chair Governance & Audit Committee

# CYNGOR CAERDYDD CARDIFF COUNCIL



**COUNCIL:**

**27 OCTOBER 2022**

## CABINET PROPOSAL

### ANNUAL WELL-BEING REPORT 2021/22

#### Reason for this Report

1. This report is the Council's annual performance report, providing an assessment of the progress made in the delivery of the administration's priorities as set out within the Corporate Plan 2021-24. This report also enables the Council to discharge a number of statutory obligations, including a self-assessment of performance as required by the Local Government and Elections (Wales) Act 2021 and the publication of a statutory Annual Well-Being Report, as required by the Well-Being of Future Generations Act (Wales) 2015.

#### Background

2. The Council's Corporate Plan translates the administration's political priorities into deliverable organisational objectives. The Council's budget is also developed in tandem with the Corporate Plan on an annual basis to ensure alignment between the Council's budget and corporate priorities.
3. The Well-Being of Future Generations (Wales) Act 2015 requires the Council, as a public body, to publish Well-Being Objectives and how it plans to achieve them. These Well-being Objectives were set out in the Council's Corporate Plan 2021-24 as follows:
  - Cardiff is a Great Place to Grow Up
  - Cardiff is a Great Place to Grow Older
  - Supporting People out of Poverty
  - Safe, Confident and Empowered Communities
  - A Capital City that Works for Wales
  - Cardiff Grows in a Resilient Way
  - Modernising and Integrating our Public Services
  - Managing the Covid-19 pandemic
4. The Annual Well-Being Report 2021/22 is a statutory annual review and self-assessment of performance in line with the commitments set out in the Council's Corporate Plan 2021-24 and includes:

- A strategic self-assessment of the Council’s performance for the reporting year 2021/22 against each of the Well-being Objectives (**Appendix 1**);
- A detailed update – with RAG ratings – against the Key Performance Indicators included within the Corporate Plan 2021-24 (**Appendix 1a**); and
- A detailed narrative update – with RAG ratings – against the Steps included within the Corporate Plan 2021-24 (**Appendix 1b**).

#### Self-Assessment of Performance: The Council’s Planning and Performance Framework

5. The Cabinet approved a strengthened Planning and Performance Framework on 24 February 2022, which responds to the new performance requirements set out in the Local Government and Elections (Wales) Act 2021.
6. Part 6, Chapter 1 of the Local Government and Elections (Wales) Act 2021 places a new duty on local authorities to keep performance under review. The Act also places a duty on principal councils to report on performance through the production of a self-assessment report in respect of each financial year. The Act, and associated Welsh Government guidance, sets out the expectations and purpose of the self-assessment, which is summarised as follows:
 

*“...a way of critically, and honestly, reviewing the current position in order to make decisions on how to secure improvement for the future. Self-assessment is more than stating what arrangements are in place; it is about considering how effective these arrangements are and how they can be improved. Self-assessment of how the council is meeting the performance requirements places ownership of performance and improvement firmly with councils...It is about a council being self-aware, understanding whether it is delivering the right outcomes, and challenging itself to continuously improve.”*
7. The self-assessment report must set out its conclusions on the extent to which the Council met the performance requirements during that financial year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements.
8. The Council’s strengthened approach to self-assessment draws on a number of sources of performance information to assess progress against Well-being Objectives, including:
  - Progress against the Council’s Key Performance Indicators;
  - Progress against the Steps under each Well-being Objective;
  - Regulatory assessment;
  - Surveys and citizen feedback;

- Annual complaints report;
  - Financial monitoring – the Council’s Outturn Report 2021/22 serves to inform the Council’s financial position in respect of the year ending 31 March 2022;
  - Feedback from Scrutiny Committees and the Governance & Audit Committee – the Council responds to the issues raised and recommendations made by Scrutiny Committees, which help to inform performance improvement;
  - Risk – the Council’s corporate and directorate risks are considered fully;
  - The Annual Governance Statement, supported by the Senior Management Assurance Statement.
9. These sources of performance information are reviewed annually to enable the Council to develop a rounded picture of the Council’s improvement journey over the year, which is set out in the Annual Well-being Report. The report provides a balanced assessment of performance for each Well-being Objective, recognising areas of progress, risk, as well as identifying specific areas of improvement and performance challenge, which will require further attention in the year ahead. This approach supports a more nuanced evaluation of the Council’s performance and a more constructive performance discussion than the previous categorisation of performance for each Well-being Objective.
10. The Council also has in place a performance and accountability regime, which involves the wider political governance of the Council. In developing the self-assessment of performance, the following steps have been undertaken to provide opportunities for challenge and to ensure a full and balanced assessment:
- Directorate self-evaluation of performance;
  - Assurance sessions with each Director that are convened by the Chief Executive and Section 151 Officer to consider performance, risk & financial challenges and priorities;
  - Assurance sessions with the Chief Executive and the Council’s Senior Management Team that are convened by the Cabinet;
  - Consideration by the Council’s Governance & Audit Committee in accordance with the requirements of the Local Government and Election (Wales) Act 2021.
  - Performance Panel Review, convened by the Chair of the Policy Review and Performance Scrutiny Committee, and involving the Chair of each of the Council’s Scrutiny Committees;
  - Consideration by the Policy Review and Performance Scrutiny Committee.

11. The Performance Panel, which brings together the Chairs of the Council's five Scrutiny Committees and representatives of the Policy Review and Performance Scrutiny Committee, considered the Annual Well-being Report 2020/21 on 12 September 2022. The Performance Panel Chair's Letter, Performance Panel Observations and Cabinet's response to the recommendations are included as Appendix 2a and 2b respectively.
12. The Council's Governance & Audit Committee considered the Annual Well-being Report 2020/21 on 27 September 2022. The Governance and Audit Committee's letter is included as Appendix 3 to this report.
13. The Policy Review and Performance Scrutiny Committee is also due to consider the Annual Well-being Report 2021/22 on 18 October 2022. Any comments received following that meeting will be circulated at the Cabinet meeting on 20 October 2022.

### **Covid-19 Pandemic Response**

14. In 2021/22, the Council and its public service partners in Cardiff continued to lead the response to the Covid-19 pandemic, preventing the spread of the virus, whilst ensuring the continued delivery of key frontline services and the protection of the city's most vulnerable people. Due to the success of the mass vaccination programme in the UK, the course of the pandemic has changed, and the link between the virus, serious illness, hospitalisation, and death has been weakened significantly. The policy position, as it has nationally, has therefore graduated beyond crisis response towards the ongoing management of Covid-19 as a vaccine-preventable disease.
15. In 2021/22, the Council and its partners can demonstrate a number of major achievements in responding to the Covid-19 pandemic, including:
  - Delivery of the Mass Vaccination Programme: The Council continued to work with partners in providing logistical support at Mass Vaccination Centres established in buildings owned by the Council. Councillors also received daily updates on the outputs of the Mass Vaccination Programme, including a detailed breakdown of take-up by age and setting.
  - Supporting Vaccination Uptake Amongst Ethnic Minority Communities: The Council worked with partners to engage intensively with communities and demographic groups with lower uptake of the vaccine. Leaflets about Covid-19 vaccination were produced and disseminated in various community languages. This work will continue with a broader focus on longer term priorities, such as improving health outcomes for ethnic minority groups in the city.
  - Delivering an Effective Test, Trace, Protect (TTP) Service: The TTP Service established in Cardiff was a major success during the Covid-19 pandemic and played a vital role of tracking and limiting the spread of the virus. This led to the Welsh Government Cardiff TTP Service that



requested that Cardiff Council be the hosting body for a National TTP Team, providing “overflow” support to regions across Wales when demand exceeded capacity. Following the removal of the majority of Covid-19 restrictions in March 2022, as well as Welsh Government’s publication of the long-term plan to live with Coronavirus safely, the TTP Service has been scaled down, but remains operational. Moving forward, a new structure will be needed for the service so that it remains proportionate to the ongoing risk and enables resources to be effectively re-directed should the service need to be re-established at scale.

- Health, Safety and Wellbeing of Staff and Service Users: The health, safety and wellbeing of council staff and service users has been a foremost consideration for the Council throughout the pandemic. Throughout 2021/22, the Council’s Covid-19 Secure Policy was continuously updated, in line with evolving Welsh Government and Public Health Wales requirements and remains under ongoing review. The Council’s Health & Safety Team also continuously monitored the Corporate Covid-19 Risk Assessment, ensuring it reflected Welsh Government and Public Health Wales guidance and supported service areas in updating their own service-specific Covid-19 Risk Assessments.
  - Ensuring the Availability of Appropriate PPE: Effective arrangements ensured the availability of PPE throughout 2021/22, with a focus on critical services. As part of this approach, a PPE Demand Compliance Assessment Tool was created for social care services. Procedures were established to ensure any areas of concern were addressed, with clear escalation systems in place. This analysis was used to inform the dynamic ordering of stock through NHS Shared Services and an exercise was also undertaken to establish projected non-Social Care PPE needs in the 2022/23 financial year.
  - Compliance with Covid-19 Regulations: Throughout 2021/22, the Covid Enforcement Team worked across Cardiff to ensure compliance with all Covid-19 regulations that fall under the authority of Shared Regulatory Services. This included detailed advice given to businesses to support them in operating safely, as well as routine checking of arriving travellers.
16. Vaccination will remain a critical part of the response to Coronavirus, and it is therefore crucial that the mass vaccination programme continues to be promoted as part of ongoing activity to prevent illness. This will require a specific focus on addressing inequalities in uptake across all population groups. The Council and its partners will need to be ready to respond to any new variants of concerns that lead to changes in national policy, including if necessary, re-establishing some of the Covid-19 governance response arrangements. The Council will also continue to work in partnership with Cardiff & Vale University Health Board to promote the uptake of vaccinations, particularly among low-uptake groups in the city.

#### **Areas of Progress and Improvement:**

17. The Council continues to evidence a broad pattern of year-on-year improvement across a range of council services, with clear progress being made in the delivery of Corporate Plan commitments in 2021/22:
- As part of a £1 billion Council-led programme to deliver 4,000 homes over ten years, 683 of the first 1,000 homes have now been delivered, with 131 completions in 2021/22.
  - The number of rough sleepers has remained low, with recorded figures as low as 11 during 2021/22 and consistently below 25, compared with 130 pre-Covid.
  - The new 17,000 seat Indoor Arena secured planning consent in March 2022, together with outline planning consent for the wider Atlantic Wharf regeneration scheme.
  - During 2021/22, the Council played an active role in creating 1,190 new jobs and safeguarding 912 jobs within the local economy.
  - During 2021/22, over £17.2million of additional weekly benefit payments were identified for clients of the Council's Money Advice Team, exceeding the target of £14million and representing an increase of £1.8million since 2020/21.
  - The Onsite Construction Academy has far exceeded its targets in supporting over 65,200 people in 2021/22, with at least 1,241 supported into work and 266 employers assisted.
  - Cardiff became the first local authority in Wales to achieve membership of the WHO Global Network for Age-friendly Cities and Communities.
  - The implementation of a Recruitment & Retention Strategy and Workforce Plan within Children's Services has improved the Council's ability to attract and retain social workers, resulting in a net increase of 13 staff members during the year.
  - Following an inspection by Estyn in November 2021, the subsequent report was published in February 2022 and noted sustained and incremental improvement in the quality and effectiveness of Education Services in Cardiff.
  - Sustained low level of young people not in education, employment, or training (NEET) at the end of Year 11, with 1.5% of learners (53 young people) identified as NEET in October 2021.
  - The programme of work to recruit and retain social workers is proving effective, meeting a Corporate Plan target which is recognised as being challenging to achieve given labour market conditions.
  - There has been a continuing shift in the balance of care.

- 15 Council parks and green spaces have been awarded full Green Flag status.
- In 2021/22, over £2.5m has been invested in play areas and parks infrastructure.
- As part of Cardiff's One Planet Cardiff Strategy, 20,000 trees were planted across the city in 2021/22.
- The Council has expanded its Electric Vehicle (EV) fleet to 70 vehicles and delivered 59 EV charging units.
- Completion of the Bus Retrofit Scheme, implementation of 36 Electric Buses (not funded by Welsh Gov)
- The Council has reconstructed 112 roads and resurfaced, surface treated or reconstructed 46 footways, comprising a total of circa 190,000 square metres of surface treatment.

### Corporate Improvement Priorities

18. The Annual Well-being Report 2021/22 highlights a range of performance challenges, which need to remain the subject of corporate focus over the year ahead:

- **Financial Pressures:** Financial support from the Welsh Government's Covid-19 Hardship Fund ceased at the end of the 2021/22 financial year and represents a major risk for the Council that will require active management, particularly for income generating services facing continued disruption and those services where increasing and more complex demand as a result of the pandemic is being felt. Over the medium term, despite more generous indicative financial settlements from the Welsh Government, rising demand in key services means that the Council must continue to plan for a significant medium-term budget gap. In July 2022, an update report on the 2023/24 budget process and Medium Term Financial Plan showed an increase in a potential budget gap from £69 million to £91m over the period from 2023/24 to 2026/27. This worsening financial position is due to a number of contributory factors, including high food and energy prices and disruption to global supply chains linked to Russia's invasion of Ukraine and Covid-19 lockdowns in China. The Bank of England is forecasting that inflation will continue to rise to over 13% and has also warned that the UK economy will fall into recession later this year, which will then last until the end of 2023.

High inflation is putting significant pressure on the Council's capital budgets due to supply chain cost increases, demand for investment to maintain condition and capital receipt assumptions. This is demonstrated by the impact on the construction sector where not only are essential materials and skilled labour significantly more expensive, but supply chain pressures and shortages are making it

difficult to secure construction materials. Across the UK, this challenging combination is leading to delays in the delivery of large schemes, which is anticipated to continue in the immediate future. The Council will therefore need to maintain a sharp focus on capital spending and ensure detailed management of programme timescales and costs.

- **Demand Pressures in Children's Services:** The 2021/22 financial year saw a significant increase in demand for Children's Services, particularly at the front door, with children looked after numbers increasing, as well as the number of children placed on the Child Protection Register. In parallel, whilst work has been done to support newly qualified social workers, it has been difficult to attract and retain experienced social workers, with turnover rates in Children's Services high, at 13.46%. Subsequently, sufficiency of placements and accommodation for children looked after and care leavers are resulting in an increase in the number of children being placed in high-cost and unregulated placements. It is anticipated that this increase in demand will continue – as the long-term impact of Covid-19 on children and their families emerges – and present major budgetary pressure. This reinforces the need to deliver against the strategic change objectives and shift the balance of care.

In addition to the rise in the number and complexity of cases, there has also been an increase in the number of young people presenting with mental health and emotional wellbeing issues. This has resulted in further budgetary pressures.

The increase in demand and complexity, alongside the ongoing impact of the pandemic, has had a considerable effect on performance against key targets, such as the timeliness of wellbeing assessments and completion of plans for children looked after. Moving forward, the service will be closely monitoring performance to inform project planning and the implementation of the improvement workstreams that are set out in the Local Authority Social Services Annual Report 2021/22.

- **Workforce Pressures:** Local government faces a number of workforce challenges in ensuring sufficient capacity, appropriate skills and in recruiting and retaining staff, particularly given the level of competition for some professions. More recently, recruitment and retention issues have been recognised as a problem not just in local government, but on an economy-wide basis. To ensure a more comprehensive approach to workforce planning, the process is being further developed to align to the Council's policy and performance framework. This will enable a more strategic and integrated process to attracting future talent, including increasing apprentice and trainee opportunities, work experience placements, improve the diversity of the workforce and deliver a workforce fit for the organisation's requirements of the future.

- **Recycling Performance:** Cardiff's recycling rate in 2021/22 fell short of the 64% statutory target set by the Welsh Government. In addition to the environmental impacts, failing to meet Welsh Government's statutory targets exposes the Council to a potential significant financial penalty and places additional financial costs on waste & recycling services.

A number of challenges to improving recycling rates are unique to urban areas, whilst a series of highly disruptive events emerged during 2021/22 to further impact performance improvement. For example, ensuring the sustainability of waste collection during the height of the pandemic and in response to the national labour shortages demanded a focus on residual waste. Measures have been progressed to improve performance, with the ongoing transformation of operational arrangements delivering efficiency gains and new collections measures being piloted across the city. Drawing on this work, and extensive engagement with the Welsh Government and WRAP Cymru, a new Recycling Strategy was approved by the Cabinet on 28 September 2022, which sets out proposals for meeting the statutory recycling targets.

- **Organisational Adaption to the Post-Pandemic Situation:** In May 2021, the Council set out its framework for organisational recovery and renewal, outlining opportunities to adapt to the new operating environment as a result of the pandemic. The framework includes opportunities for service innovation, digitalisation, flexibility, and continued partnership working, with a major component being the development of a 'hybrid working' model. Work to embed hybrid working has involved the creation of flexible workspaces in County Hall, together with meeting rooms with hybrid facilities, for staff to utilise. The transition to this working model is enabled by the Council's investment in digital infrastructure, services, and skills, which will need to be continued post-pandemic, to enable the implementation of hybrid working as 'business as usual.'

### **Future Focus: 'Stronger, Fairer, Greener'**

19. Following the local council elections in May 2022, the Leader of the Council publicly launched the new administration's policy agenda for the next five years, entitled 'Stronger, Fairer, Greener', on 19 July 2022, which was also considered by both the Cabinet on 14 July 2022 and Council on 21 July 2022. The Council's policy framework, focusing primarily on the new Corporate Plan 2023-26, will translate these policy priorities into clear organisational objectives with associated delivery milestones, key performance indicators and the necessary resources to ensure progress.

### **Reason for Recommendations**

20. To enable the Annual Well-Being Report 2021/22 to be considered and approved by Council on 27 October 2022 and published thereafter.

## **Financial Implications**

21. The Annual Well-being Report is a self-assessment of the performance of the Council and a commentary on its governance framework. A summary of the financial pressures that are facing the Council are set out in paragraph 18. The Annual Well-being Report contains targets and objectives with actions that need to be consistent with the budget framework and Medium Term Financial Plan. Proposals should be subject to detailed reports each accompanied by a robust business case where relevant and should include sufficient financial detail in order to set out the full and robust financial implications as well as be fully informed of associated risks and uncertainty.

## **HR Implications**

22. There are no HR implications directly associated with this report.

## **Legal Implications**

23. Equality Requirements: In considering this matter the decision maker must have regard to the Council's duties under the Equality Act 2010. Pursuant to these legal duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are: (a) Age, (b) Gender reassignment, (c) Sex, (d) Race – including ethnic or national origin, colour or nationality, (e) Disability, (f) Pregnancy and maternity, (g) Marriage and civil partnership, (h) Sexual orientation (i) Religion or belief – including lack of belief.
24. When taking strategic decisions, the Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers (WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 (gov.wales) and must be able to demonstrate how it has discharged its duty.
25. Well Being of Future Generations (Wales) Act 2015: The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving seven national well-being goals for Wales – a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.
26. In discharging its duties under the Act, the Council has set and published well-being objectives designed to maximise its contribution to achieving the national well-being goals. The well-being objectives relevant to this report are set out in Cardiff's Corporate Plan 2020-23. When exercising its functions, the Council is required to take all reasonable steps to meet its well-being objectives. This means that the decision makers should

consider how the proposed decision will contribute towards meeting the well-being objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.

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

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

28. Under Part 6, Chapter 1 of the Local Government and Elections (Wales) Act 2021 the LA has a duty to review, consult and report on performance each financial year, as well as arrange panel performance assessments. The LA's '*performance requirements*' are as follows:

1. Exercising its functions effectively
2. Using its resources economically, efficiently and effectively
3. LA's governance is effective for securing the matters set out in 1 and 2.

Chapter 1 also refers to the Auditor General who may undertake an inspection of the LA if they are not meeting their performance requirements. In this circumstance the Auditor may make recommendations to the LA to which the LA must respond with their proposed actions. Chapter 1 of Part 6 came into force on 1 April 2021, and panel performance assessments came into force following the ordinary local government elections in May 2022.

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

30. The decision maker should also have regard, when making its decision, to the Council's wider obligations under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

### **Property Implications**

31. There are no specific property implications in the Annual Well-Being Report 2020/21 report. However, the Strategic Estates team will assist

and advise where necessary on any property issues require to deliver any proposals.

## **CABINET PROPOSAL**

Council is recommended to approve the Annual Well-being Report 2021/22 for consideration by Council.

THE CABINET  
20 October 2022

*The following appendices are attached:*

- Appendix 1: Annual Well-being Report 2021/22
- Appendix 1a: Q4 Position for Key Performance Indicators included within the Corporate Plan 2021-24
- Appendix 1b: Q4 Position for Steps included within the Corporate Plan 2021-24
- Appendix 2a: Performance Panel Chair's Letter and Performance Panel Recommendations
- Appendix 2b: Cabinet Response to Performance Panel Recommendations
- Appendix 3a: Governance & Audit Committee Letter
- Appendix 3b: Response to Governance & Audit Committee
- Appendix 4: PRAP Scrutiny Letter Annual Well-being Report 2021-22

*The following background papers have been taken into account:*

- Cabinet Report, 24 February 2022: Performance and Planning Framework & Data Strategy
- [Performance and governance of principal councils: Statutory guidance on Part 6, Chapter 1, of the Local Government and Elections \(Wales\) Act 2021](#)



# Annual Well-being Report

2021/22



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## Leader's Introduction

Our ambition is to make Cardiff a stronger, fairer, and greener capital city. To achieve this, we have placed a focus on delivering excellent public services, addressing inequality, promoting inclusive economic development, and managing the city's growth in a sustainable way.

This Annual Well-being Report provides an assessment of the Council's performance for the financial year 2021/22 and offers an important measure of the progress we have made in realising our ambitions.

The judgements made in this report have also been subject to consideration by the wider political governance of the Council, and rightly so. Following a consideration of corporate performance by Cabinet, our Self-Assessment of Performance is considered by the Council's Performance Panel, which brings together all the Scrutiny Committee Chairs, the Policy Review and Performance Scrutiny Committee, the Governance and Audit Committee, and Council. So, by any measure, the Well-being Report represents a balanced assessment of performance.

Clearly, this is an important document for my Cabinet as we need the reassurance that our agenda is being delivered. On that basis, I was pleased with what this Council has delivered over the past year, not least in the context of a global public health crisis.

We delivered a good education for children in Cardiff – clearly recognised by Estyn in their latest report – and invested significant amounts in building new schools and improving the school estate.

We delivered on the largest housing development programme in Wales, and plan to build even more new council houses in the years ahead.

We have massively reduced rough sleeping.

Our work to recruit and retain social workers is paying dividend and we are continuing to shift the balance of care.

There are signs of post-pandemic economic recovery. The Council created over 1,000 new jobs and safeguarded 900 in the local economy last year, city centre footfall is bouncing back and the pipeline of major events – a feature of life in Cardiff – has returned.

The reform of the waste services has been progressed with the implementation of the four-day working week and the segregated recycling trial points to a way forward with contamination reduced from 30% to 6% based on the initial analysis.

Major strides have been taken to address climate change through the One Planet Cardiff strategy. Works totalling £61m have been delivered to improve sustainable transport, the Lamby Way Solar Farm private wire project has been completed, and construction of the Heat Network has begun.

That said, we recognise areas of improvement. Our recycling rates are not where we want them to be, however, the position for the first quarter of this financial year is above 64% suggesting that our interventions are beginning to take hold.

The fall in attendance rates for school children is a concern – a direct consequence of the pandemic – and we are taking forward immediate measures to support children, families and schools get attendance rates back up. The report also clearly outlines that the challenges we are facing in adults' and children's services where the scale and complexity of demand is increasing. These are system challenges which will demand a cross-public services response.

This report covers the 2021/22 financial year, since then a number of emerging challenges have escalated significantly. Russia's invasion of the Ukraine has triggered a global economic shock – most notably with the price of gas – which will have a major impact on the Council's budget. The cost-of-living crisis, coming so soon after the public health crisis, will place untold pressure on households, particularly those on low incomes. They will turn to the Council for support; we need to be ready.

I am clear that the mark of a good performance system is one that allows us to recognise where progress is being made and identify areas where intervention is needed to address areas of challenge. One of honest and open self-assessment, that celebrates successes and welcomes challenge where improvement is needed.

That's exactly what this report does by providing a fair and balanced assessment on which future planning can be based.



**Cllr Huw Thomas**  
Leader of Cardiff Council

## About this Report

### ■ What is the Annual Well-being Report?

The purpose of the Annual Well-being Report is to provide a self-assessment of Council performance in delivering its Well-being Objectives for 2021/22.

These Well-being Objectives, including the steps the Council will take to achieve them and how performance will be measured, are set out in the Council's Corporate Plan 2021/24:

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A capital city that works for Wales
- Cardiff grows in a resilient way
- Modernising and integrating our public services
- Managing the Covid-19 pandemic

This Annual Well-being Report is the product of a comprehensive self-assessment process (set out below), and draws on service performance, governance and risk, resources and other sources of performance information provided for each Well-being Objective:

- A strategic assessment of performance
- Key successes
- Areas of risk and challenge
- Areas of focus for the year ahead

In doing so, the report fulfils the Council's statutory duties in relation to both the Well-being of Future Generations (Wales) Act 2015 and the Local Government and Elections (Wales) Act 2021.

### ■ Statutory Requirements

The Annual Well-being Report fulfils the Council following statutory requirements:

- **The Well-being of Future Generations (Wales) Act 2015** requires the Council to set and publish Well-being Objectives, take all reasonable steps to meet those objectives and publish a statement about Well-being Objectives. These duties are fulfilled through the Council's Corporate Planning process. The Well-being of Future Generations Act also requires the Council to publish an annual report of progress, which is done through the Annual Well-being Report.

- **The Local Government and Elections (Wales) Act 2021** established a new legislative framework for local government elections, democracy, governance, and performance. The Act requires each council in Wales to keep under review, through self-assessment, the extent to which it is meeting its "performance requirements" and publish a report setting out the conclusions of their self-assessments once each financial year.

This Annual Wellbeing Report, produced through the self-assessment process outlined below, sets out the Council's conclusions as to the extent to which it has met the performance requirements (that is, exercising its functions effectively, using its resources economically, efficiently and effectively, and that its governance is effective for securing the above) during the financial year.

### ■ How is the Annual Well-being Report developed?

The assessment of performance contained within the Annual Well-being Report is developed through a thorough process of self-assessment involving the political and managerial leadership of the Council, drawing from a wide range of sources of performance information.

#### Sources of Performance Information

Sources of performance information which contribute towards the performance assessment contained within the Annual Well-being Report include:

- **Performance against the Council's Key Performance Indicators** – The Council's Corporate Plan contains a suite of performance indicators which measure progress made in delivering the Well-being Objectives. Where applicable, targets are set against these performance indicators to demonstrate the desired level of achievement. Performance indicators are assigned a RAG status: **Green** where the indicator is on or above target, **Amber** where the result is within 10% of the target and **Red** where the result is greater than 10% from the target. The Year-End Performance against Corporate Plan Key Performance Indicators can be found as Appendix 1a to this report.
- **Progress against the steps in each Well-being Objective** – Each Well-being Objective within the Corporate Plan also contains a set of 'steps' or actions. Monitoring the progress of these steps provides an understanding of what has been achieved and where further work is required. The Year-End Performance against Corporate Plan steps can be found as Appendix 1b to this report.
- **Consultation and Engagement** – The Council has a number of established consultation and engagement mechanisms such as the Annual Ask Cardiff Citizen Survey, the Budget Consultation, the Child Friendly City Survey as well as other surveys and consultation exercises which take place over the course of a year that provide residents, businesses and other city stakeholders an opportunity to share their views on a wide range of the Council's services.

In addition, the Council's Annual Compliments and Complaints Report provides valuable insight into where Cardiff's citizens feel the Council needs to improve. The Corporate Plan contains a number of 'qualitative' Key Performance Indicators that relate to citizen satisfaction with services, and the findings of the consultation and engagement work forms an important part of the Council's self-assessment process, policy development and budget setting process.

- **Finance Monitoring** – The Council's Outturn Report 2021/22 serves to inform of the Council's financial position in respect of the year ending 31 March 2022 and its findings contribute to the assessment contained within the Annual Well-being Report.
- **Good Governance** – The Council's Governance Framework comprises the systems, processes, culture and values by which the Council is directed, controlled, and the means through which it accounts to, engages with, and leads the community. The Council's Annual Governance Statement sets out an assessment of the Council's framework of governance, risk management and internal control.
- **Risk** – Delivering objectives requires frequent management of a wide range of risks at both operational and strategic levels, particularly in the dynamic external environment in which the Council is currently operating. The Council's Year End Risk Report, and its Corporate and Directorate Risk Registers, provides an overview of the current risks and the actions in place to mitigate them.
- **Scrutiny Committees and Governance & Audit Committee** – The Council responds to the issues raised and recommendations made by the Committees, which help inform policy development and performance improvement.
- **Inspection Reports** – The Council is subject to a number of inspections from regulatory bodies including Audit Wales, Estyn (Education) and the Care Inspectorate Wales (CIW). Their findings help the Council to assess areas of strong performance, as well as identifying areas that require improvement.

### **Self-Assessment Process**

The Annual Well-being Report is developed through a process of self-assessment involving the political and managerial leadership of the Council, with enhanced roles for both Scrutiny Committees and the Governance & Audit Committee. This includes:

- A Directorate self-evaluation of service performance, resourcing and governance challenges and priorities, answering the following questions:
  - What is going well?
  - What are the key risks and challenges facing your services?
  - What are the next steps?
- Performance and budget challenge and assurance sessions convened by the Chief Executive and the Section 151 Officer with each Director to consider the findings of the directorate self-assessment;
- A progress and performance session with Cabinet and the Council's Senior Management Team where the Chief Executive provides a strategic assessment of organisational performance;
- Consideration of the draft Annual Well-being Report by:
  - The Performance Panel, convened by the Chair of the Policy Review and Performance Scrutiny Committee, and involving the Chairs of each of the Council's Scrutiny Committees (The letter from the Chair of the Performance Panel, the Panel's recommendations and Cabinet's response are included as Appendices 2a, 2b and 2c of this report.)
  - Governance & Audit Committee (The letter from the Chair of Governance & Audit Committee is attached as Appendix 3.)
  - Policy Review and Performance Scrutiny Committee
  - Cabinet, having received and responded to the recommendations of each Committee;
- Consideration of the Annual Well-being Report by Cabinet and Council.

# Well-being Objective 1: Cardiff is a great place to grow up

## Our priorities in 2021/22 were:

- Supporting a Child Friendly recovery and safely reopening schools and regaining momentum
- Continuing to deliver the Cardiff 2030 vision for education & learning
- Protecting the wellbeing of vulnerable children, young people, and families

## Strategic Assessment

The pandemic has been an extremely challenging time for children, young people and their families, and those working in schools across the city. During the pandemic the Council established strong and productive partnership working with schools and undertook extensive work to protect the health and wellbeing of staff and pupils and reduce as much as possible the disruption to learners in Cardiff, a response commended by Estyn in their report of 2021. This partnership approach has continued into recovery, with a focus on helping schools re-open safely and on re-engaging learners. Safeguarding learners after prolonged absences from school and improving attendance, particularly amongst pupils from more deprived communities and vulnerable groups, which remains lower than pre-pandemic levels, will be improvement priorities for 2021/22.

The Council considers that sustained progress has been made in delivering its Cardiff 2030 vision for education and learning, with educational outcomes improving over a number of years, performing well against the Welsh average. In their report of February 2022 Estyn noted that there has been 'sustained and incremental improvement' in the quality and effectiveness of Education services and school inspection outcomes have been strong between 2017 and 2020. While outcomes for learners eligible for free school meals have generally been higher than that of the same group nationally, the Council recognises that improvement is required in attainment for the city's most vulnerable learners.

Children's Services continue to face high and increasing demand and increases in case complexity. This demand pressure is reflected throughout the child's journey, with severe challenges in particular in securing appropriate accommodation for children entering the care system and increasing demand on services to address children's mental health and emotional wellbeing. The Council has made some progress in its strategy to 'shift the balance of care', including in recruitment and retention of social workers, however the scale and nature of the demand pressures will present a significant challenge to Council and partner services and budgets in 2022/23, and will require corporate support and close monitoring over the course of the year.

## Key Successes

### Supporting a Child Friendly recovery, safely reopening schools and regaining momentum

- **Child Friendly Recovery:** The Council has strengthened the influence and voice of children and young people through the aspiration to become a Unicef Child Friendly City, including receiving over 6,500 responses to its recent Child Friendly City survey, the establishment of a new young person's citizens panel and through a programme of engagement with the Youth Council and other groups.
- **Supporting Schools through Covid-19:** The health and safety of children, teachers and all school staff has been prioritised during the pandemic, with extensive work undertaken to diminish the disruption to learners in Cardiff. Cardiff's response to the pandemic has been commended, with Estyn citing its "sustained strategic leadership", noting that "a strength of Cardiff's response to providing support for children and young people... was its collaboration with partners in the public and private sectors."
- **Re-engagement Activities:** Working closely with schools, Welsh Government and community partners, the Council has delivered a number of re-engagement activities including 'Summer of Smiles', 'Food and Fun – SHEP (School Holiday Enrichment Programme)' and 'Winter of Wellbeing'. Activities are being planned for the summer 2022.
- **Rights Respecting Schools:** The Rights Respecting Schools Approach (RRSA) forms a significant element of our Child Friendly Cardiff strategic goal 4 which has a focus on a rights-based approach to education. There has been an increase in the number of schools, with 80 schools in total achieving the bronze, silver or gold award, and a further 18 schools now registered.

### Continuing to deliver the Cardiff 2030 vision for education & learning

- **Improving Attainment and Quality of Education:** Education in Cardiff was inspected by Estyn, the education and training inspectorate for Wales, in November 2021. In their report published in February 2022, Estyn noted that there has been sustained and incremental improvement in the quality and effectiveness of Education services. In general school inspection outcomes have been strong between 2017 and 2020 and Key Stage 4 outcomes have been above expectations in the majority of schools in the three years to 2020. Outcomes for learners eligible for free school meals have generally been higher than that of the same group nationally.
- **Addressing Digital Deprivation:** A transformative ICT programme has been implemented, building on the Education Technology funding made available through Welsh Government to address the digital deprivation experienced by some young people across the city. In the 2021/22 financial year, the annual contribution amounted to £3.8m.

- **School Organisation Programme:** Delivery of the new Band B schemes in accordance with the programme is underway following delays because of the pandemic and changing demographics. Fitzalan High School and St Mellons Church in Wales Primary School are developing well on site and other schemes including Fairwater Campus are proceeding through design. Engagement for Willows High School, Cathays High School and the Court have agreed school visions. The 2021/22 Asset Renewal Programme spent circa £18.5m and is being delivered to address prioritised condition and suitability issues. Investment in asset renewal has increased and the target for the next financial year will be £20m.
- **Youth Service:** The Estyn inspection noted that the Cardiff Youth Service provides high-quality provision in prioritised areas of the city that includes a mixture of open access and targeted work. The effective use of digital platforms has been highlighted as an area of good practice by Estyn and the support for young people's emotional health and well-being has also been highlighted as strong. Cardiff Youth Service has also achieved the National Youth Agency Quality Mark. The service was awarded bronze for its vision, youth work practice, and development and engagement of young people.
- **Low level of NEETs (Those Not in Education, Employment, or Training) Sustained:** Despite challenges faced during the pandemic the low percentage of school leavers becoming NEET at the end of year 11 has been sustained. In October 2021, 1.5% (53 young people) of learners were not in education, employment, or training.
- **Cardiff Commitment:** Links with businesses and partners have continued to be developed throughout the pandemic and benefit priorities such as social mobility and the provision of work-related experiences for children and young people. This area has been highlighted as an area of good practice in the February 2022 Estyn Inspection Report.
- **Additional Learning Needs (ALN) Reform Progress:** There has been strong progress at school and Local Authority level in preparing for ALN Reform. Well-developed multi-agency processes are in place to identify and assess children and young people with additional learning needs, and to create appropriately resourced individual development



## Protecting the wellbeing of vulnerable children, young people, and families

- **Ensuring Care and Contact with Vulnerable Children and Their Families Throughout the Pandemic:** Due to the ongoing nature of the Covid-19 pandemic during 2021/22, service delivery adopted new technology at scale. The digital/ in-person hybrid approach enabled the Directorate to adapt its operating model to respond to the regular changes in Welsh Government guidance and legislation. Priority was given to safeguarding and child protection with face-to-face visits maintained for the children considered most in need of them. This model will be maintained to safely meet the needs of children and their families whilst ensuring the most appropriate and efficient use of resources.
- **Recruitment, Retention of Children's Social Workers and Improved Staff Engagement:** Against a very challenging recruitment market nationally, Children's Services, through the implementation of the Recruitment & Retention Strategy and Workforce Plan, has improved the Council's ability to attract and retain social workers. This has resulted in a net increase of 13 staff members during the year with less reliance on agency staff in the social care workforce. From Quarter 2 onwards, the percentage of Children's Services social work vacancies met its target (of less than 24%) and stayed below the target for the remainder of the year. Staff engagement work has also helped to retain social workers, with the Staff Ambassador Group being reinstated, and practice leads and best practice sessions being established.
- **Shifting the Balance of Care:** The Council has retained its focus on shifting the balance of care to ensure that children and young people receive the right services from the right people, at the right time, based on their needs.
  - To support this work, the Reunification Framework has been implemented, with the aim of supporting children to return to live with their families, where it is safe to do so. There is a continued increase in the number of children remaining with their families via kinship arrangements, and an increase in in-house fostering provision.
  - The Interventions Hub has brought together all support staff across Children's Services to determine what interventions children need, and to provide them in a co-ordinated way. The approach supports children to remain at home where it is in their best interest, and it is safe to do so. This approach also helps improve the management and allocation of support where resources are limited.
  - The introduction of the Reviewing Hub builds on the services already in place to support statutory reviewing functions for children on the Child Protection Register and children who are looked after. The Reviewing Hub helps respond to increased demand for reviewing services resulting from the increasing numbers of children being looked after, whilst also extending the service to children with care and support plans (CASP). This independent review of all CASPs will help to ensure that cases are stepped up or down in a timely manner, and that children and their families are receiving the right support from the right person at the right time. The review process provides reassurance that cases are being managed and closed appropriately.
  - Additional accommodation for vulnerable young people has been secured through joint working between Children's Services and Housing. The Personal Advisor Service and the Into Work Services have also been working closely together to support young people into education, training, and employment.

- **Engagement with Children and Hearing the Voice of the Child:** The Mind of My Own App was launched in July 2021 and has helped to strengthen engagement with children. The app uses secure digital technology to enable children as young as 2, as well as those with additional needs, to express their views, wishes, and feelings. The app was co-produced with young people, and they continue to be involved in the ongoing development. The app helps to enable better communication between children and the service, and provides insight and understanding into when children are struggling, allowing intervention to be targeted at the right level, and at the right time. As of 31 March 2022, 141 children and young people have signed up to the app, and 247 worker accounts have also been created.
- **Service Improvements:**
  - Locality working: A locality approach for situating social work teams around the city is being embedded within Children's Services case management, with a focus on developing a skill mix within teams and a whole-team approach.
  - Systems and data improvements: A multi-agency performance dashboard for the Corporate Parenting Advisory Committee has been introduced, as Microsoft Power BI is rolled out as a primary reporting tool for Children's Services. Work is ongoing to upgrade the CareFirst client record system to the new system, Eclipse.
  - Quality assurance: Quality assurance processes have been strengthened and policies and procedures are in the process of being updated. The Signs of Safety approach is being drawn on to develop a new practice framework for Children's Services built around a strengths-based and trauma-informed approach.
- **Youth Justice Services:** The implementation of the All Our Futures Youth Justice Improvement Plan has been progressed, with most actions in the plan having been completed by the end of 2021/22. Key areas of progress include the collection of victim feedback on a six-monthly cycle to feed into the decision-making process, the review and updating of several service policies, and the appointment of new managers in the service. The outstanding actions in the Plan require multi-agency input and will be the focus of ongoing work over the following year. Since the inspection in 2020, informal feedback from HM Inspectorate of Probation is positive, and acknowledges the distance travelled in the last two years. Between 2020 and 2022, the rate of first-time entrants to the youth justice system in Cardiff decreased from 241 per 100,000 to 80. Over the same period the rate in England and Wales fell from 222 to 167. The re-offending rate in the city has dropped from 54.4% to 33.3% and is now below the overall rate across England and Wales.

## ■ Challenges and Risks

- **Re-Engaging Learners:** The re-engagement of learners following the Covid-19 pandemic represents an immediate challenge, in particular the capacity of schools and the Local Authority to safeguard learners and improve attendance following prolonged periods away from school.
- **Ongoing Improvement in Schools:** This must be maintained in the context of changing accountability and assessment arrangements with the expectation of a new performance framework for schools being published in September 2022 alongside major reforms to the Curriculum. While Estyn commended the Council's strategic performance arrangements in relation to schools, they also recommended that further work be undertaken to improve the quality of self-evaluation at a service level within the Education Directorate, and that the Council ensures that the work of the regional consortium focused on Cardiff's priorities.
- **Managing Financial Pressures in Schools:** The number of schools with deficit budgets will be closely monitored, with a focus on supporting and challenging schools to deliver any agreed deficit recovery plans. Budget management in specific areas of service delivery remains an ongoing challenge with school catering, the music service and home-to-school transport areas of longstanding focus. The sharp spikes in demand for specialist support services, including counselling services for children and young people, will also require close monitoring and financial management.
- **Delivery of School Organisation Programme and Management of School Estate:** The School Organisation Programme (SOP) represents a significant body of work in terms of scale, complexity and level of capital spend. There are still many urgent/ reactive asset projects that enter the programme and an imbalance of school places across the city. The development of a high-level SOP Strategy that sets out short, medium and long-term aims and the strengthening of delivery capacity within the SOP team will be a priority for 2022/23.
- **Universal Free School Meals:** The pace and scale of the adaptations required to deliver this represent a challenge to ensure the scheme can be made available to all school children in Cardiff. A rapid audit of school kitchen capacity and review of the menu offer will be undertaken to ensure effective delivery of the Universal Free School Meal offer to every primary-aged pupil.
- **Delivering the Welsh in Education Strategic Plan:** In February 2022 the Council published the Welsh in Education Strategic Plan (WESP), Whilst there has been an increase in the amount of high-quality provision and take-up of Welsh-medium places, there remain challenges associated with continued growth, not least given the declining birth rate populations. The Council remains committed to expanding Welsh-medium provision in ALN, early years/childcare, primary and secondary, and increasing the uptake of Welsh-medium opportunities.



- Increasing and Complexity of Demand in Children's Services:** The 2021/22 financial year saw a significant increase in demand for Children's Services, particularly at the front door. It is anticipated that this increase in demand will continue as the long-term impact of Covid-19 on children and their families emerges and will present major budgetary pressure. This reinforces the need to continue to focus on preventative interventions, to deliver the Council's existing strategy and shift the balance of care. The increase in demand and complexity, alongside the ongoing impact of the pandemic, has impacted considerably on performance against service targets, such as the timeliness of wellbeing assessments and completion of plans for children looked after. As part of the Covid-19 recovery and return to business as usual, the service will be closely monitoring performance to inform project planning and the implementation of the improvement workstreams that are set out in the Local Authority Social Services Annual Report 2021/2022.
- Ensuring a Range of Support in the Community and a Variety of Homes for Children Are Available in Cardiff:** The sufficiency of placements to meet the assessed needs of individuals represents a key concern for the service, with the introduction of legislation to reform the social care market likely to cause a period of disruption and lead to providers ceasing their plans to expand their Children's Services provision in Wales. Historically there have been difficulties managing the costs of placements, particularly when children need to be placed out of county (for a range of reasons, including child protection concerns). In relation to demand, not only is the number of cases increasing, but the needs of those referred are evolving and becoming more complex, resulting in very specific placement requirements. For example, as noted below, the increase in the number of young people with serious mental health and emotional wellbeing issues, whilst a national issue, is clearly evident in Cardiff.
- Increase In the Number of Young People with Mental and Emotional Health Issues and Those Suffering Severe Mental Distress:** The impact of Covid-19 has led to an increase in the number of young people presenting with mental health and emotional wellbeing issues, including a rise in the number of children experiencing acute psychological distress and needing significant and urgent health and wellbeing support. This is placing demand pressures across Council services and wider public services system, and is therefore an area of further service budgetary pressure over the year ahead.
- Children With Disabilities:** The Covid-19 pandemic has also caused an overwhelming physical and emotional impact on children with disabilities and their families. Urgent response work will focus on the provision of short-break services, which will be supported by the development of a strategy for children with disabilities and additional learning needs, Direct Payments, domiciliary care and further work to improve the experience of transition to Adult Services.
- Recruitment And Retention of Social Workers:** Turnover rates in Children's Services are high at 13.46%, compared to the corporate average of 10.58%. Between pay differences across authorities (especially agency pay), and the changing perceptions of the social worker role, in the context of the recent media coverage of high-profile cases, attracting and maintaining a stable workforce has been a challenge. While work has been done to support newly-qualified social workers, it has been difficult to attract and retain experienced social workers. Despite this, Children's Services has still managed to achieve a net increase of 13 staff members during the year, reducing its reliance on agency staff.

## ■ Forward Look: Areas of Focus

### Supporting a Child Friendly recovery

Supporting a Child Friendly recovery from the Covid-19 pandemic will continue to be a key priority for the Council. Moving forward, the Council will do all that it can to ensure that all Cardiff schools can stay open and maintain safe learning environments for pupils and staff, re-engaging pupils, with a focus on tackling persistent absenteeism, and ensuring the impact of the pandemic has no lasting effect on attainment and outcomes, particularly for the city's most vulnerable learners.

### Continuing to deliver the Cardiff 2030 vision for education and learning

Supporting schools to continue to provide high-quality learning, whilst protecting the wellbeing of learners, remains a key priority for the Council. As a result of the substantial changes to education, the Council will reset the Cardiff 2030 Vision, considering the experiences of the last two years, which will include the significant work required to progress reforms for the Curriculum for Wales 2022 and Additional Learning Needs.

Across all aspects of education, a continued emphasis will be placed on improving outcomes for vulnerable groups, including pupils in receipt of free school meals, children looked after, and those educated other than at school, who may have been more adversely affected by the pandemic.

More broadly the Council will develop and embed an approach for Community-Focused Schools to enhance the relationship between schools and communities, with a focus on supporting the continued learning and wellbeing of vulnerable children and families will also be a priority. Allied to this, an integrated model of youth support services to remove barriers to engagement and participation will be developed.

### Protecting the wellbeing of vulnerable children, young people and families

The increasing and greater complexity of demand in tandem with the insufficiency of placements for vulnerable young people has the risk of creating severe budgetary pressures, and so will be escalated for enhanced corporate oversight and support.

In order to respond to the increasing volume and complexity of demand, the Council will continue to focus on early intervention and on supporting families, so we take a more integrated wellbeing approach, working to families' strengths to provide them with the support that they need and to ensure children can remain at home with their families when it is in their best interests to do so. In terms of recruitment challenges, the Council will place a focus on workforce development by maintaining momentum with improvements to practice and working to attract more newly-qualified and experienced social workers to Cardiff.

In response to the rise in demand for mental health and emotional wellbeing support, work will be undertaken in partnership with the Education Directorate, the University Health Board, and other partners to develop a Joint Recovery Service to help manage the increasing number of children and young people with serious mental health and emotional wellbeing issues. To support mental health and emotional wellbeing for children and young people in schools, a partnership approach to further embedding NEST/ NYTH, a person-centred, multi-agency approach to supporting emotional well-being and mental health, will be taken with the 'whole school' approach at its heart.

## Well-being Objective 2: Cardiff is a great place to grow older

### Our priorities in 2021/22 were:

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

### Strategic Assessment

The Covid-19 pandemic impacted the health and wellbeing of older people more than any other group, and so 2021/22 was another exceptionally challenging year for older people and the services upon which they rely. The pandemic has been followed by rapidly increasing volume and complexity of demand which, combined with a shortage of care workers and specialist health care staff, is placing acute and severe pressure across an already stretched health and social care system in Cardiff. This in turn is leading to delays in care provision and preventing the timely discharge of patients from hospital settings.

Through the agreement and implementation of a new Ageing Well Strategy, the Council is making progress in bringing multiple services together to support older people to live independently at home for as long as possible. Demonstrable progress is also being made in relation to responding to workforce shortages, though the situation remains very challenging and will remain a priority for the Council and its partners.

The closer working between the Council, Cardiff & Vale University Health Board and care providers established during the pandemic has continued into recovery. This has led to both a greater understanding of the issues facing the sector and the development of new integrated, cross-sectoral responses, including a new multi-disciplinary approach to hospital discharge and community support that is beginning to have an impact. Given the scale of the challenge further strengthening of this partnership approach to managing the social care system in advance of, and throughout the winter of 2022/23, will continue to be a strategic priority for the Council and its partners.

### Key Successes

#### 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

- **Cardiff Ageing Well Strategy 2022-27:** This new strategy was approved by Cabinet in January 2022. It sets out a series of proposals with a focus on how services can work together closely to support older people to stay active, connected, and living independently at home through strengths-based preventative services, high-quality sustainable care and the modernisation of existing services.
- **Integrated Services:** The integration of Adult Services and Housing & Communities into one directorate, which began in early 2021, has continued to support the alignment of services. The approach is characterised by the effective co-ordination of Adult Services with wider Council services – including housing, Hubs and libraries – as part of a community-based approach to delivery.
- **Day Centres & Community Hubs:** The management of the Day Centres and Community Hubs has been brought together which enables the Council to extend the range of services on offer and offer them seven days a week. By maximising the use of Hubs, the Council is better able to support older people and their carers.
- **Recruitment of Care Staff:** A new initiative began in October 2021 when the Cardiff Cares Academy was launched. The Academy was developed through a partnership between Adult Services, Into Work Services and both internal and external care providers. Over 40 new carers have been trained and employed since the launch. The Academy identifies and trains new carers, ensuring that they have the knowledge and skills needed to work in the sector, and have undergone the necessary vetting. The aim is to create 'care-ready' applicants for available social care positions. A dedicated mentor and employer liaison officer has been employed to co-ordinate this and a volunteer scheme has also been put in place, which will help new carers gain vital experience.
- **Enhanced Partnership Working:** The learning from the pandemic has resulted in closer working with colleagues from Cardiff & Vale University Health Board and from care providers which has led to a greater understanding of the issues facing the sector. This partnership working will be further developed as the locality working approach is taken forward. The multi-disciplinary approach to hospital discharge and community support has been expanded with the addition of GP clusters in Cardiff North and Cardiff East to the first cluster in Cardiff Southwest. As part of the @home locality project, the Independent Living Service is fully integrated into the Multi-Disciplinary Team, discussing individual cases and identifying support for people staying well at home and within their communities.
- **Housing Solutions:** The Council currently delivers 10 Community Living schemes across the city for older people which help promote independent living as well as providing a diverse range of facilities and services for tenants. Work is progressing on a refurbishment programme which will provide a modern and welcoming environment to enhance the resident experience and improve the community feel.

- Work is continuing on the Michaelston wellbeing village with an updated masterplan recently agreed and pre-application consultation completed.
- The Community Living Scheme at Riverside (Canton Community Centre) was granted planning permission in December. The tender process to appoint a contractor is underway with initial Expressions of Interests returned.
- Planning permission was granted for the Community Living Scheme at Bute Street. The tender pack required for the scheme is nearing completion ahead of issuing Expressions of Interest.

The Council has also started to use modular extensions which improve the delivery of adaptations, equipment and technology. By using a pre-formed unit manufactured off-site, the unit can be put in place with minimal disruption, enabling an older person to regain their independence much more quickly than through traditional building methods.

- **Independent Living Services:** Focusing on older people and disabled people, the team has continued throughout 2021/22 to empower people to remain independent at home and reduce reliance on intensive interventions. 95% of clients (300 out of 317) felt able to live independently in their homes following support from Independent Living Services. 92% of new cases were dealt with at the First Point of Contact without resulting in an onward referral to Adult Services.

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

- **Age-Friendly Cities:** In March 2022 Cardiff joined the World Health Organization's Global Network for Age-friendly Cities and Communities. The city is the first Welsh member of the Network which was established in 2010 to connect cities, communities, and organisations worldwide with the common vision of making their communities a great place to grow older. The city's new membership status is a result of extensive collaboration with stakeholders across the city including Cardiff & Vale University Health Board, educational institutions, and third sector organisations.
- **Reducing Social Isolation:** A range of initiatives have been delivered by the Hubs and Libraries Service to address social isolation and loneliness among our older residents including:
  - An inter-generational pen pal scheme between children from two primary schools (Millbank Primary School, Ely and St Joseph's RC Primary School, Gabalfa) and residents at three care homes (The Forge Care Centre, Heol Don Nursing & Residential Centre, and Ely Court Care Home) which began in May 2021 during Dementia Action Week.
  - The Cardiff Wellbeing Support Service which launched in July 2021 and aims to support individuals who feel socially isolated by providing short-term help from light-touch support to access events in the community, to intensive one-to-one mentoring.
  - Hubs continue to offer many activities and classes aimed at older people such as walking football, tai chi, gardening clubs, singing, knit and natter, and friends and neighbours (FAN) events.

- **Dementia Friendly City:** Work undertaken during 2021/22 includes:
  - Over 1,000 digital and in-person Dementia Friendly City events have taken place.
  - 2,431 members of staff completed Dementia Friends training during 2021/22.
  - Targeted promotion of the Dementia Friendly Website has been carried out via social media, supermarket digital screen advertising and bus stop promotions. In addition, the website address is now printed on all hygiene waste bags issued by the Council to increase awareness.

### ■ Challenges and Risks

- **Workforce Challenges:** The UK-wide shortage of care workers and health care staff continues to be an issue in Cardiff. Recruitment of Social Workers and Occupational Therapists is exceptionally difficult, with national demand outstripping supply of these essential posts. Into Work Services Pathway Team focuses on specific sectors as directed by local labour market conditions. The team is currently concentrating on the social care industry and are delivering a fortnightly training package 'Get into Care' to support recruitment within the field.
- **Increased Volume and Complexity of Demand:** There has been a 30% increase in people needing care at home, compared with pre-pandemic numbers. This huge increase in demand alongside the workforce challenges in the sector is leading to delays in care provision and preventing the timely discharge of patients from hospital settings. In addition, older people living with dementia and other conditions are presenting with increasingly complex needs. The service provision currently available will need to be re-shaped to respond to this demand.
- **Domiciliary Care:** The surge in demand for social care has put the domiciliary market under increasing pressure. Capacity issues across the Community Resource Team are impacting on their ability to meet the demand for support, both in terms of people supported and number of hours of support provided. There are also a high number of packages of care waiting to be picked up by the market as well as a backlog of social work and occupational therapy assessments. Some mitigations have been put in place such as:
  - Additional Social Worker and Occupational Therapist posts have been created, however there have been difficulties in recruiting.
  - A new Rapid Response Occupational Therapist Role was introduced in early 2022. The role is a dedicated resource providing urgent 48-hour assessments to prevent hospital admission or avoid the breakdown of care. This dedicated role provides greater efficiency in handling urgent cases. In addition to the above and due to the carer recruitment crisis, the role also supports informal carers with equipment and adaptation provision whilst awaiting long-term packages to be sourced.
  - The Community Occupational Therapist working in the hospital has also been actively working with social care and health colleagues to review care needs prior to discharge. To date, the role has prevented 225 care hours.

- The introduction of the new Care Development Block Contracts is also helping to grow the domiciliary care workforce while regular meetings have been put in place for providers to be able to discuss issues and concerns.

- **Dementia Friends Training:** Although 42% of staff have completed Dementia Friends training, this is well below the target of 85%. A management dashboard – providing granular detail on team and staff compliance levels – has been developed and face-to-face sessions are being made available to teams without computer access.
- **Dementia Friendly Businesses:** 16 businesses pledged their commitment to work towards becoming Dementia Friendly during 2021/22. This is below the target, however the impact of the Covid-19 pandemic understandably meant that businesses were focusing their attention elsewhere. It is hoped that interest will increase during 2022/23.

## ■ Forward Look: Areas of Focus

### Supporting older people to live independently at home through strengths-based preventative services

In the immediate term and in preparation for winter, a partnership approach will be needed with the University Health Board and social care sector to meet the increasing volume and complexity of demand which, combined with the shortage of care workers and health care staff, is placing acute and severe pressure on an already-stretched health and social care system. Over the medium term, the Council will work to develop and join up services to better support older people to stay independent at home. As part of this work, the Council will streamline services to make a single route into all our services for older people to support prevention and reablement, as well as a timely and safe hospital discharge. Appropriate housing is also widely recognised as a key factor in supporting independence and the Council is committed to ensuring its building programme delivers care-ready, adapted, and adaptable homes, as well as specialist Community Living schemes for older people that can adjust to meet Cardiff's changing housing need.

## Working in partnership to deliver high-quality sustainable care and support

The national issues currently being faced by the sector, particularly the difficulty in the recruitment and retention of staff as well as the inability of the sector to grow to meet the surge in demand, has revealed the fragility of the market. It has also revealed systemic issues, such as low pay and a lack of job security, within the sector. The Council is therefore committed to working in partnership with commissioned care providers to better understand the issues that they face. Valuing and developing the social care workforce is key if good-quality care is to be provided. This will include taking action so that eligible social care workers and personal assistants funded through the Local Authority Direct Payment are paid the Real Living Wage and further developing the Cardiff Cares Academy to ensure that training, mentoring and employer support is available across the sector.

## Supporting older people to stay active and connected in an age-friendly city

It is crucial that older people in Cardiff have access to the right advice, support, activities, and services to help them stay healthy and independent. The Council's Community Hubs are well placed to assist in tackling many of the issues that affect the health and wellbeing of older people, particularly social isolation. Moving forward, the Council will strengthen the independent living and wellbeing advice provided in the Hubs for both older people and their carers, providing virtual activities and events, as well as face-to-face activities through a hybrid model of community engagement.

## Supporting informal carers and valuing their role

The Council recognises the vital contribution that informal or unpaid carers make to communities and the people they care for and understands the pressure that caring for a loved one can cause. The Council is therefore committed to ensuring that carers are recognised, and that every step is taken to ensure the highest quality of life – both for those providing and for those in receipt of care. Looking ahead, support for carers will be reviewed in full consultation with carer representatives.

## Ensuring our services meet the needs of the most vulnerable

The Council's ambition is for Cardiff to be a Dementia Friendly City. As part of this ambition, it is crucial to understand how to best support people with dementia to live in the community. As a result, the Council will embed research-based best practice into approaches, ensuring that this influences the way in which services are commissioned in social care. Ensuring that the voices of Cardiff's citizens are heard – particularly when their mental capacity is compromised – is of utmost importance. Social workers will take a strengths-based approach to mental capacity moving forward, and the Council will continue to commission effective advocacy services.

## Well-being Objective 3: Supporting people out of poverty

### Our priorities in 2021/22 were:

- Supporting those most impacted by the economic crisis into work, education or training
- Continuing our Living Wage City ambition
- Embedding our new approach to tackling homelessness and ending rough sleeping

### Strategic Assessment

The Council has made significant progress in relation to supporting people out of poverty, with its work on the Real Living Wage recognised through a national award; Advice and Support Services hitting all targets set; and the levels of rough sleeping remaining at record low levels as a result of the 'No Going Back' preventative, partnership approach established during the pandemic.

The impact of the cost-of-living crisis that has developed over 2022 will, however, be felt across the city's communities with the greatest pressure placed on our city's most vulnerable citizens and families. This in turn can be anticipated to lead to greater demand pressure across Council and partner services, particularly the support and advice services provided by the Council. There is also a danger that the crisis will lead to an increase in people unable to pay their bills and becoming homeless, and potentially sleeping rough. Developing a cross-Council response to the cost-of-living crisis will therefore be a strategic priority for the Council in 2022/23.

### Key Successes

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

- **Providing Employment Opportunities:** During 2021/22, 183 opportunities for paid apprenticeships and trainees were created by the Council. 32 Kickstart corporate trainees were also appointed. In the same period, almost 4,600 posts within the Council were filled through placements from Cardiff Works.
- **Employment Support:** The Council's Into Work Services have continued to expand throughout the year to ensure that the increased demand can be met. During 2021/22, at least 1,241 clients were supported into work and 266 employers were assisted. Into Work Services secured 29 possible Bright Start placements for care-experienced young people across various Council departments, with five already completing their first three-month placements. The 'not in education, employment or training (NEET)' status for our care-experienced young people is reviewed on a daily basis and the Bright Futures team target those who have a NEET status and contact them directly.
- **Advice Services:** During 2021/22 over £17.2million of additional weekly benefit was identified for clients of the Money Advice Team exceeding the target of £14million and an increase of £1.8million since 2020/21. Over 10,400 clients were provided with advice and support and over 3,700 customers were supported and assisted with their claims for Universal Credit, a 30% increase on the 2020/21 figure. The Housing Helpline and Advice Line answered over 83,500 calls, with 78% of callers having their enquiry resolved at first contact and 22% being referred to more specialist advice. All of this goes to demonstrate the considerable need for these services given the current economic pressures.
- **Onsite Construction Academy South-East Wales:** The new Construction Academy opened in August 2021 on the site of the former Eastern High School off Newport Road, Rumney. The Academy is helping to tackle the skills gap within the construction industry and seeks to encourage many more people to consider construction as a career, including individuals from under-represented groups in the industry, such as women and individuals from a diverse range of backgrounds. Progress made during Year 1 has been reviewed with the Construction Industry Training Board and the Onsite Construction Academy Steering Group. Project starts, job starts, sustained employment and sustained employment for under-represented groups are all exceeding their targets.

#### Continuing our Living Wage City ambition

- **National Awards:** The Council won this year's prestigious Local Government Chronicle award in the Public/Private Partnership category for its Real Living Wage initiative.
- **Increase in Real Living Wage Employers:** At the end of March 2022, 164 employers were accredited as Real Living Wage employers in Cardiff, exceeding the target of 150 before May 2022.

- **Increase in Employees Earning the Real Living Wage:** The Council has been working successfully with third sector organisations and other major employers as part of the Cardiff Living Wage City Partnership to secure more jobs in the city that pay the Real Living Wage and encourage employers to become accredited as Living Wage Employers. This has contributed to Cardiff having the lowest proportions of jobs (11.6%; 24,000 jobs) paying below the Real Living Wage among major cities in England and Wales in 2021, compared to 20.7% (42,000 jobs) in 2017.
- **Living Wage Buildings:** The first two Living Wage buildings in Wales are both in Cardiff, with more in the pipeline. The first was the Cardiff University SbarclSpark building which was announced in July. The other building in the city is home to a number of employers, including Cynnal Cymru – the official accreditation body for the Real Living Wage in Wales

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

- **Housing Support Programme Strategy 2022-26:** This new strategy was approved by Cabinet in January 2022. It is based on the Council's vision that homelessness should be prevented wherever possible and when that is not possible, experiences of homelessness are rare, brief and not repeated. Key aims include a commitment to ensuring that everyone receives the right help and support to address their homelessness including help to address any underlying issues; taking a rapid rehousing approach to homelessness and reducing the time spend in temporary accommodation; while also providing good-quality supported accommodation for those who need it.
- **Levels of Rough Sleeping:** While one person sleeping rough is one person too many, the number of rough sleepers has remained low. Recorded figures were as low as 11 during 2021/22 and consistently remained below 25, compared with 130 pre-Covid.
- **Specialist and Supported Housing Schemes:** A number of supported accommodation schemes are being developed to support homeless families and individuals to become independent as part of the Council's 'No Going Back' approach. A Family Homeless Centre was opened at Briardene in Gabalfa providing families with temporary accommodation and access to a range of services including Early Help, health visits and parenting support. The first phase of the family homeless centre at the Gasworks site has been completed and a third centre is to open next year at Harrison Drive in Trowbridge. Phase 1 of the Adams Court scheme to provide single person support accommodation has been completed with phase 2 due to be delivered later this summer.
- **New Single Person Assessment Centre:** A new process for assessing the needs of single homeless people started at the beginning of June 2021 when the new Assessment Centre opened. This had led to strong multi-disciplinary support for homeless people with complex needs, and rapid, decisive action for those with low needs. Since April 2021 there have been 213 positive move-ons from the low-needs pathway into permanent accommodation with just under half (44%; 93) moved into private rented sector accommodation. The rate of positive move-on from the low-needs pathway supports the view that this new process has been effective in supporting clients to avoid the traditional 'staircase' approach and this supports rapid transition into permanent housing.

### Challenges and Risks

- **Cost-of-Living Crisis:** The dramatic increase in the cost of utility bills, petrol and daily essentials such as food has provided significant pressure on already vulnerable citizens. The associated risks are significant, and it is anticipated that debts, including rent arrears, will increase. The Discretionary Housing Payment grant has decreased, giving the Council less opportunity to support the most vulnerable. Moving forward, the allocation of support to ensure that the most vulnerable are assisted to meet the shortfall in their rental liability may need to be considered. Additional support is being made available, with dedicated Fuel and Food Poverty Champions being deployed across Community Hubs to provide advice and support to people who are struggling with rising costs. All Hub and Advice staff will receive specific training to support customers, but Champions will be available in each of the Hubs to provide advice on a number of schemes. For more complex enquiries, the Champions will work closely with the Money Advice Team and Citizens Advice, and will refer for further support where necessary. The new Champions will also be closely working with the Adult Learning Team to refer for digital inclusion support where appropriate.
- **Removal of European Funding:** Into Work Services' employment projects funded through the European Social Fund (ESF) will cease in autumn 2022, following the UK's withdrawal from the European Union. The service currently delivers four well-established and successful ESF projects to some of the most vulnerable in society, totalling just over £1.1million in income each year. UK Central Government has recently announced the Shared Prosperity Fund will replace, in part, the gap left by ESF funding, however the value of funding has not been confirmed to date, which could put employment provision at risk. When the four ESF projects end, it is essential that affected clients are seamlessly handed over to other Into Work projects.
- **Migration to Universal Credit:** From summer 2022, the remaining Housing Benefit claims will start to migrate to Universal Credit. This could have a potential impact on Council rent arrears as Housing Benefit is automatically credited to rent accounts, but Universal Credit is generally paid directly to the customer. The Money Advice Team and Advice Line will continue to ensure that support is widely available to assist customers with the migration.
- **Homelessness Prevention and Increased Pressure on Homelessness Services:** Considerable work has been undertaken to prevent homelessness in the city and to support those who do become homeless, however, major headwinds remain. The economic impact of the pandemic, the cost-of-living crisis affecting households' budgets, the high cost of housing and the significant inflation within the rental market will provide acute challenge. More fundamentally, despite one of the largest house-building programmes in the UK, the availability of housing represents a significant obstacle to effective service delivery.

## ■ Forward Look: Areas of Focus

### Responding to the cost-of-living crisis and supporting those most impacted by the economic crisis into work, education or training

The impact of the cost-of-living crisis will be felt by all citizens and communities in Cardiff, with the most vulnerable feeling the greatest impact of rising costs, with rising energy costs and fuel poverty being a serious concern. Developing a cross-Council response to the cost-of-living crisis will therefore be a strategic priority for the Council in 2022/23.

To help address the challenges in the labour market, our Into Work Services will continue bringing together employers and potential employees with suitable skills. By working with employers to identify in-demand skills, the Service can ensure that relevant training courses are being offered at the right time and in the right sectors.

### Continuing our Living Wage City ambition

The Council will continue to play a leadership role in creating a Living Wage City by encouraging and supporting organisations to become accredited Living Wage employers. The Living Wage City Action Plan will be reviewed by the Cardiff Living Wage City Partnership following the full achievements of the targets set for 2022.

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

Building on the 'No Going Back' model, the new Housing Support Programme Strategy will provide a single strategic view of the Council's approach to homelessness prevention and housing support services. Key areas of work going forward will include providing additional emergency accommodation, creating a rapid re-housing plan in line with Welsh Government guidelines, and developing leasing schemes and move-on provision.



## Well-being Objective 4: Safe, confident and empowered communities

### Our priorities in 2021/22 were:

- Building new Council homes and investing in community facilities
- Ensuring children and adults are protected from risk of harm and abuse
- Creating safe and inclusive communities
- Promoting the Welsh language
- Working together to support a healthier and more active population

### Strategic Assessment

The Council has maintained momentum in its house-building and neighbourhood regeneration and community hubs programmes, with targets for new homes hit and several major community schemes completed. The pressure on the housing market, however, especially the cost and lack of availability of homes in the private rented sector, is causing significant demand and cost pressures across numerous Council services. As in other areas of the Council, increasing rates of inflation are impacting upon the Council's neighbourhood regeneration programme and the emerging energy crisis can be expected to impact the sustainability of community services, including the leisure services contract with GLL.

The city's partnership approach to community safety, tackling anti-social behaviour and youth violence and exploitation was further strengthened in 2021/22, resulting in more frequent, intelligence and data-led operational collaboration between the Council and South Wales Police. This partnership approach will be expanded in 2022/23 to tackle anti-social behaviour hot-spots, and to prevent people, particularly young people, from falling into crime or being exploited by criminals.

In 2021/22 the Council effectively led a partnership approach to the Afghanistan and Ukraine Refugee crises, in both cases ensuring that refugees were welcomed, given a place to stay and that the city's wider public services were available and ready to support them. The number of arrivals, and the often-complex nature of their needs, means that demand is being felt across the public service system. With international migration because of conflict and climate change likely to increase over the years ahead, welcoming and supporting refugees is an issue that will become increasingly important, and Cardiff will need to continue to play a leadership role as the point of arrival to Wales, working in active partnership with UK and Welsh governments, and neighbouring local authorities.

### Key Successes

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

- **New Council Homes:** As part of a £1billion Council-led programme to deliver 4,000 homes over ten years, 683 of the first 1,000 homes have now been delivered, with 131 completions this year despite supply chain issues and the rising cost of materials.
- **Development and Regeneration:** A wide range of development and regeneration schemes are being designed and delivered with partners to transform neighbourhoods, support local economies and deliver low-carbon homes. Survey results show that 90% of residents are satisfied with completed regeneration projects to date.
  - **Maelfa redevelopment:** The completion of this scheme has transformed the area with the delivery of a new and modern shopping centre, affordable new homes, infrastructure and environmental improvements.
  - **Channel View:** Planning has been approved for this £85million scheme that will deliver more than 350 low-carbon homes, providing new energy-efficient and sustainable homes for every existing resident of the Channel View estate with improved connectivity and access to green space.
  - **'Aspen Grove' in Rumney:** This ground-breaking development of 214 low-carbon, energy-efficient homes on the site of the former Eastern High School has received a prestigious UK award for its sustainability, climate resilience and low-carbon footprint.
  - **Estate Regeneration Schemes:** Work has continued on the Lower Llanrumney, Roundwood and Pennsylvania estate regeneration schemes to deliver safer and more attractive environments, improving quality of life for residents. Plans are now being developed for Lincoln Court in Llanedeyrn and Trowbridge Green.
  - **Investment in the South Riverside Business Corridor:** This large-scale regeneration project, supported by Targeted Regeneration Investment Programme (TRIP) funding from Welsh Government, is progressing well with all four phases of shopfront improvements nearing completion and work to the public realm due to complete in summer 2022. The scheme will see over £5million invested in Tudor Street delivering improvements to the business environment, transport infrastructure, as well as the regeneration of 30 business premises.
- **Empty Homes:** A new Private Sector Empty Homes Policy 2021-24 was adopted in December 2021. The policy outlines the assistance that can be offered to owners to encourage them to bring properties back into use as well as the enforcement tools which are available where advice and assistance fails. In total 84 properties were returned to use or new units created during the last year.
- **Community Hubs:** The Council's network of Community Hubs across the city continues to be enhanced and expanded:



- **Butetown Creative Hub** has been opened to support young people into the creative sector.
- **Community Hubs in Whitchurch and Rhydpennau have been refurbished**, introducing additional and enhanced services to serve these communities.
- The **Cardiff Royal Infirmary (CRI) Chapel partnership project** providing health and well-being facilities for residents in the south and east of Cardiff has been completed. Progress is also being made on Health and Wellbeing Hubs for Maelfa in Llanedeyrn and Parkview in Ely in partnership with the Health Board. 97% of respondents in a recent customer survey agreed that the services provided by Hubs met their needs.
- The **new website set up to improve access to Hub services** – including Adult Learning, Into Work Services and the new Wellbeing Support Service – now has more than 3,000 users.

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

- **Strength-based Practice and Signs of Safety:** The Social Care Training Unit is delivering a new training programme to embed strength-based practice and Signs of Safety within frontline social work and preventative teams.
- **Tackling Youth Violence and Exploitation:** A Child Friendly City Board has been established to take forward Cardiff's child friendly recovery following the pandemic. A key priority is the development of a robust contextual safeguarding strategy to tackle the causes and consequences of youth violence and exploitation. The SAFE (Safeguarding Adolescents From Exploitation) model, a multi-agency approach to contextual safeguarding and risk management, was piloted in 2021 and will be adopted city-wide moving forward, to proactively respond to exploitation.

### Creating safe and inclusive communities

- **Community Safety and Violence Prevention:** Cardiff's Community Safety Partnership has established a Violence Prevention Group which is focused on preventing and reducing serious violence by taking a public health approach to understand the causes and consequences of serious violence. To inform the development of a Violence Prevention Strategy, an intelligence dashboard has been created using police data providing geographical and trend information to identify emerging issues.
- **Safer Streets Fund:** Cardiff's bid to the Home Office for £432,000 of Safer Streets funding was awarded in full. The funding has been used to improve street lighting, install 20 CCTV cameras and other security measures to address areas of the city with high levels of acquisitive crime. The improvements have had an immediate impact on levels of crime and the reporting of crime and have been positively received by residents with over 2,300 posts on social media.
- **Race Equality Taskforce:** In March the Policy Review and Performance Scrutiny Committee, Cabinet and Full Council all received the Report of the Race Equality Taskforce, which contained recommendations designed to promote race equality in Cardiff.

- **Responding to the Afghanistan Refugee Crisis:** Comprehensive reception support was provided to Afghan evacuees in the autumn and winter of 2021/22 including access to health screenings, education, English and Welsh classes, employment support and a range of activities provided by partnership staff and volunteers. Several families have now been matched with their long-term homes and Cardiff's contribution to the nation-wide effort in partnership with the Urdd was showcased on Channel 4 News and as part of a Welsh language S4C documentary on the experiences of refugees and asylum seekers in Wales. Cardiff has also provided highly effective educational support for refugees including learning opportunities and provision of school places for newly-arrived children. This has been highlighted as an area of good practice in the February 2022 Estyn Inspection Report.

### Promoting the Welsh Language

- **Bilingual Cardiff:** The Council's Bilingual Cardiff Strategy 2022-2027 and Welsh in Education Strategic Plan 2022-2032 have been published. Actions include establishing a youth forum to deliver Welsh language events, promotion initiatives with minority and ethnically diverse communities, raising awareness of employment opportunities and producing an information pack detailing Welsh language services for individuals and families moving to the city.
- **Welsh Language and Recruitment:** The Welsh Language Skills Strategy was revised and published in 2021 to increase the number of posts in Cardiff Council advertised as Welsh essential or Welsh desirable during recruitment. 'Welsh desirable' is now a minimum requirement for all Council customer-facing posts when advertising recruitment opportunities. In 2021/22, 67 posts were advertised as Welsh essential, and 648 posts were advertised as Welsh desirable. This represents a 158% increase in Welsh essential posts and a 108% increase in Welsh desirable posts compared with 2020/21 figures.
- **Welsh Language Courses:** A mandatory Welsh language e-learning module has been launched for staff along with a range of Welsh language training courses in conjunction with the Council's Academy. 838 staff have completed Cardiff Academy's Introduction to Welsh Level 1 module which represents the entry course for staff who want to learn the language.

### Working together to support a healthier and more active population

- **Supporting a Healthier and More Active Population:** The 'Move More, Eat Well' plan has aligned strategies relating to healthy weight, food, active travel and physical activity. These include Food Cardiff's 'Good Food Strategy 2021-2024' and Cardiff's Physical Activity and Sport Strategy 2022-27; both launched this year.
- **Green Flag Awards:** 15 Council parks and green spaces have been awarded Full Green Flag status with Waterloo Gardens meeting the international standard for the first time. All of last year's awards were retained having been independently judged against a range of strict criteria including biodiversity, community involvement, cleanliness and environmental management. 19 projects have also been awarded the Green Flag Community Award. Levels of volunteering have bounced back following the lifting of Covid-19 restrictions with volunteers committing over 16,000 hours to maintaining parks and green spaces in 2021/22.

- **Investing in Play:** In 2021/22, over £2.5m has been invested into areas for play including playgrounds at Lascelles Park, Peppermint Drive, Caedelyn Park, Creigiau and Glenmount Way with further investment planned for 2022/23.
- **Increasing Cardiff's Tree Canopy:** As part of Cardiff's One Planet Cardiff Strategy, 20,000 trees have been planted across the city this year alone, including 1,700 trees in Tremorfa Park contributing to the Queen's Platinum Jubilee celebrations.

## ■ Challenges and Risks

- **Inflationary Pressure Impacting Development Schemes:** High and increasing rates of inflation are having considerable impacts on the construction sector. Not only are essential materials and skilled labour significantly more expensive, but supply chain pressures and shortages are making it difficult to secure construction materials. Across the UK, this challenging combination is leading to delays in the delivery of large schemes, which is anticipated to continue in the immediate future. Already, Council schemes are being impacted by current market conditions demanding detailed management of programme timescales and cost.
- **Availability of Affordable Housing:** The pressure in the city's housing market is leading to a lack of available affordable accommodation, particularly in the private rented sector where there is a scarcity of available homes and rent increases are outstripping the Local Housing Allowance (the maximum amount that can be claimed in benefit). The number of people in temporary accommodation in Cardiff has grown significantly (over 1,400 people), and the impact is also being felt across a range of Council services that rely on housing availability, including placing vulnerable children in care and refugees and asylum seekers. The impact of the cost-of-living crisis and the arrival of significant numbers of additional refugees from Ukraine can be expected to put further pressure on the availability of affordable housing in 2022/23.
- **Fire Safety Arrangements in Council-Owned Buildings:** In response to the major incident at Grenfell Tower in London, the Council is working with Welsh Government and other regulators to ensure that any updated guidance is taken into account in considering any impact on relevant buildings across the whole of the Council's estate. The Council has undertaken additional testing, beyond the initial review of ACM, which identified that six blocks fail the current standards. Immediate actions have been progressed following the results of the additional testing, including round the clock fire warden patrols and the fitting of smoke alarms in all flats. The removal of cladding, informed by the sample work undertaken, will be progressed alongside other precautionary measures.

- **Tackling Youth Violence and Exploitation:** While fewer in number, the severity of offences being committed by children and young people, particularly in relation to serious youth violence, is increasing. A key priority is the development of a robust contextual safeguarding strategy to tackle the causes and consequences of youth violence and exploitation. The SAFE (Safeguarding Adolescents From Exploitation) model, a multi-agency approach to contextual safeguarding and risk management, was piloted in 2021 and will be adopted city-wide moving forward, to proactively respond to exploitation.
- **Improving Perceptions of Safety and Tackling Anti-Social Behaviour:** In the 2021 Ask Cardiff Survey, just over a fifth of respondents agreed that public services are successfully dealing with anti-social behaviour and crime in their local area. Although, Cardiff has the second lowest overall crime rate, compared to the major cities in the UK, fear of crime is increasing with Cardiff dipping for the first time in three years below the Welsh average for feeling safe when walking in their local area and when travelling (National Survey for Wales 2020/21). However, significant success has been had this year through the work of Cardiff's new Community Safety Problem Solving Partnership Group and improvements to CCTV coverage and street/underpass lighting in Butetown, Grangetown and Adamsdown following the award of Safer Streets funding.
- **Domestic Abuse Referrals:** The RISE family support service has seen a steady increase in the number of high-risk referrals received. Following referral, the victim should be contacted by specialist services within one calendar day. Meeting this target has been difficult due to staff shortages. In Quarter 4, contact was made within one calendar day for 77% of referrals compared to the 90% target, an improvement on 69% in Quarter 3.
- **Refugee Settlement Schemes:** Whilst the Cardiff response to the Ukraine settlement scheme has been swift and effective, acute pressures remain. Ensuring the availability of bridging accommodation for Afghan evacuees remains a priority, as well as the ongoing delivery of effective assurance measures relating to safeguarding, health and safety and monitoring far-right activity. These risks are currently being managed through bi-weekly multi-agency operational group meetings. The disproportionate number being supported in Cardiff requires additional accommodation capacity to be made available across Wales. Moreover, ensuring full cost recovery for the provision of support in Cardiff has been identified as an emerging financial risk. This programme of work forms part of the Council's wider evacuee response which includes both Afghan and Ukrainian evacuees.
- **Sustainability of the Leisure Services Contract with GLL:** There are positive signs of recovery across the GLL business in the UK with Cardiff following suit and early indications of attendances returning to normal. However, risks remain around the long-term sustainability of the contract including the risk posed by rising energy prices. The transfer of Pentwyn Leisure Centre to Cardiff Blues will be completed during 2022/23 and a planning application to undertake significant refurbishment of the centre, including a new swimming pool, gym, 3G pitch and café, is to be submitted.

## ■ Forward Look: Areas of Focus

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

The Council will continue to progress the new house-building programme ensuring that new low-carbon and energy-efficient homes are delivered at scale and pace. The Council will also develop a new Regeneration Strategy to support district and local centres and the implementation of '15-minute city principles' to improve access to services, increase active travel and strengthen the connections between communities.

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

To address the increase in violent youth behaviour, the Safeguarding Adolescents from Exploitation (SAFE) model – working in close partnership with the police, probation, and other agencies and following a successful pilot – will be implemented city-wide.

### Creating safe and inclusive communities

Cardiff's Community Safety Partnership will continue to focus on its established priorities, including addressing street-based lifestyles, complex needs and violence in communities, as well as rolling out greater problem-solving targeted responses to anti-social behaviour. As part of this work, a new statutory Violence Prevention Strategy will be developed with partners, focusing on building local intelligence, protecting those who are vulnerable, targeting violent offenders, and progressing a preventative approach to serious violence.

Cabinet will formally respond to the recommendations made in the Report of the Race Equality Taskforce in December. A draft action plan is being created to implement the recommendations. The Taskforce has been asked to reconvene next year to assess the progress made.

The Council will need to build on the approach to the Afghanistan refugee crisis, playing an active city- and Wales-wide leadership role in response to the refugee crisis resulting from the war in the Ukraine, where the number of arrivals, and the complex nature of their needs, will place demand across the public service system.

### Promoting the Welsh language

Over the coming year, the Council will take forward the Council's new Bilingual Cardiff Strategy 2022-2027 and Welsh in Education Strategic Plan 2022-2032 to support the vision for making Cardiff a truly bilingual capital of Wales, as well as the national target to double the number of Welsh speakers in Cardiff by 2050.

## Working together to support a healthier and more active population

Working with partners, the Council will support the delivery of the 'Move More, Eat Well' plan to promote healthy weight, healthy food, active travel, and physical activity. As part of this approach, the Council will ensure alignment with other major strategies, such as Food Cardiff's 'Good Food Strategy 2021-2024' and the 'Physical Activity and Sport Strategy 2022-2027'. Furthermore, maintaining the quality of our award-winning parks and green spaces will continue to play a key part in the health and mental well-being of our residents. A review of the Leisure Services Contract with GLL will also be undertaken to develop long-term proposals for an effective and sustainable service based on a review of the current operating model, contract management and financial sustainability of the contract.

More broadly the work of Shared Regulatory Services will continue to play a vital role in ensuring public health and public safety. Having played a crucial role in responding to the Covid-19 crisis, the service is now re-focusing on core business provision in the context of rising demand pressures and ongoing pandemic management support. The expertise of the service will be effectively deployed as part of a joined-up partnership approach to public health and public protection.



## Well-being Objective 5: A capital city that works for Wales

### Our priorities in 2021/22 were:

- Leading the economic recovery in Wales
- Leading a recovery programme for the City Centre and Bay
- Supporting innovation and business development, with an enhanced package of interventions to help the sectors worst affected by the pandemic
- Supporting the recovery of the cultural sector and major events programme

### Strategic Assessment

Over the course of the pandemic the Council worked in close partnership with the private sector and provided significant and proactive support to businesses, with over £130m of business support grants directly administered by the Council. The Council also worked with private and public sector, academic and civic society partners to develop a new recovery strategy.

The Council's major projects programme is supporting the economic recovery, with schemes including Central Square, Central Quay and Canal Quarter continuing on-site and the Indoor Arena project progressing to delivery. As with all projects of the Council's capital programme, cost inflation, particularly construction materials and labour, represents a risk that will need to be actively managed over the course of the year. More broadly, the city centre has bounced back, with footfall returning to pre-pandemic levels and live events, cultural and music scene returning. Attendance at Council venues will, however, need to be monitored closely over the year to ensure that they are meeting income targets.

The cost-of-living crisis is likely to impact on local businesses, with energy costs in particular representing a major challenge. As in the pandemic, the Council will work alongside the city's private sector to develop a co-ordinated response.

### Key Successes

#### Leading the economic recovery in Wales

- **Recovery and Renewal Strategy:** Greener, Fairer, Stronger, the Council's city recovery and renewal strategy, was approved by Cabinet in December. The report was commissioned by Cardiff Council specifically to challenge the authority and to sharpen its own strategies and interventions for a successful post-pandemic recovery. The report focuses on six mission statements: reimagining the city centre; a city for everyone; a fifteen-minute city; a culture and sport-led renewal; a tech city; and a One Planet recovery. A series of engagement events took place to inform the report from June to October 2021, including several child-friendly events to gather the opinions of young people alongside those of residents, business, the cultural sector and other stakeholders. A survey also produced over a thousand responses which was used to help prepare the plan.
- **EU Settlement Scheme (EUSS):** A highly successful Council engagement and digital support programme helped EU nationals who had not yet done so to apply to the EU Settlement Scheme. By the deadline in June 2021, 23,990 applications had been made to the scheme, in line with the highest estimate for the number of eligible EU nationals in Cardiff.
- **Cardiff Capital Region City Deal:** The Cardiff Capital Region now has a series of products to be used to attract investment into the region, including the Property Fund, Innovation Fund and the Infrastructure Fund. The Cardiff Capital Region have also made a number of investment decisions relating to Cardiff. This includes direct investment in a number of tech/ life sciences companies, approvals for funding for cyber and fintech support, agreement to invest in business premises and in-principle decisions to support £3m of investment in housing.

#### Leading a recovery programme for the City Centre and Bay

- **City Centre Recovery Action Plan:** Following on from the approval of Greener, Fairer, Stronger in December (see above), the Council published its City Centre Recovery Action Plan in January. This five-year plan will re-imagine and re-vitalise Cardiff city centre post-pandemic and outlines the key initiatives and programmes that the Council and partners will work towards.
- **Transforming Towns Loans programme:** Three local companies in the city centre secured £2.35m in interest-free loans from Welsh Government's Transforming Towns Loans programme, via Cardiff Council, to help with repurposing and regeneration plans. The works include new incubation spaces on Windsor Place, a new golf-themed leisure attraction on St Mary Street, and a new boutique hotel on Quay Street.
- **Cardiff Bay Regeneration:** Procurement for the Multi-Purpose Indoor Arena has progressed well – capacity for the arena will now be 17,000 up from earlier projections of 15,000. In March 2022, the Arena Consortium secured detailed planning consent for the Arena and outline consent for the wider Atlantic Wharf regeneration scheme, and are due to complete planning agreement in September.

The updated masterplan for the International Sports Village has been developed and was approved by Cabinet in March 2022. Planning permission has also been granted for the new state-of-the-art velodrome which will be situated within the Sports Village.

## Supporting innovation and business development, with an enhanced package of interventions to help the sectors worst affected by the pandemic

- **Job Creation & Safeguarding:** During 2021/22, the Council played an active role in creating almost 1,200 jobs and safeguarding over 900 others within the local economy.
- **Cardiff Parkway:** As part of the Industrial Strategy for the East of the City, a planning application for the St Mellons Parkway development was approved subject to conditions. The new railway station will for the first time allow travel by train from the east of the city, while the adjacent business park will bring much needed investment to this part of Cardiff.
- **Creative Industries:** Led by Cardiff University, the media.cymru Consortium which includes Cardiff Council won a £50m Strength in Places (SIP) bid to develop a world-leading cluster for media innovation in the Cardiff Capital Region.
- **Incubation Workspace:** The Council is exploring options with partners to create additional incubation and start-up space as well as actively promoting existing tech space for new businesses including Council-owned space at Cardiff Business Technology Centre.
- **Business Support Grants:** Over £130m of business support grants were directly administered by the Council during the Covid-19 pandemic.
- **Business Rates Relief:** Welsh Government provided 100% business rates relief for leisure, hospitality and retail businesses for the whole of 2021/22, providing crucial relief to three of the sectors hit hardest by the pandemic and creating the conditions to accelerate recovery.

## Supporting the recovery of the cultural sector and major events programme

- **Return of Live Music:** To support Cardiff's live music scene, the Council organised four nights of live music in Cardiff Castle, curated by the city's grassroots music venues. The Live & Unlocked event took place over the August bank holiday weekend 2021 as part of a plan developed with Cardiff Music Board to support live music and put culture at the heart of the city's recovery from Covid-19. The independent venues curated the music, sold the tickets, and paid the musicians involved, providing much needed support for an industry hit hard by the pandemic restrictions and showcasing the important role they play in Cardiff. In total, around 3,000 people attended the event. The project was supported by Welsh Government's Transforming Towns Business Fund which supports town and city centres in their pandemic recoveries.

Live & Unlocked was followed by the largest series of events on Council land since before the initial lockdown in March 2020. The Titan 'Bay Series' attracted some of the world's biggest music artists to perform at Alexandra Head in Cardiff Bay, which over a four-day period saw more than 33,000 people in attendance. The festival was the first of its kind to take place at Alexandra Head which proved to be a safe and highly successful site with very positive feedback from the public.

- **Music Hub in the City Centre:** The Council approved the transfer of use of the Old Library to the Royal Welsh College of Music & Drama via long lease in November. The College intends on making the building a focal point for the performing arts in the city centre. Its work is aimed at supporting the delivery of the city's Music Strategy and will include performances in the public realm in the immediate vicinity of the building, providing daytime music and animation within the Hayes.
- **Events Programme:** The Council supported the Welsh Government test event programme in spring 2021. This included the successful delivery of four test events; two of which, Tafwyl and Eid Prayers, were hosted at Cardiff Castle with a further two spectator-attended fixtures hosted at Cardiff City Stadium and Sophia Gardens Cricket Ground. The Council's post-Covid events strategy will be developed in parallel with Welsh Government's strategy which is currently under development. Consultation is ongoing with key stakeholders including Cardiff Council.

## ■ Challenges and Risks

- **Inflation:** The volatility of the construction market in terms of labour and material price increases as well as availability poses a risk to major projects with substantial cost increases due to inflation. The rising costs of utilities also presents a financial challenge in terms of managing the costs of running the Council's estate. Increases in the price of food impact on the profitability of Council venues. More broadly, the cost-of-living crisis is likely to impact on local businesses, with energy costs in particular representing a major challenge.
- **Recruitment Challenges:** A skills shortage within the hospitality and security sectors threatens to impact on the Council's ability to run its venues and events. Recruitment issues are also hampering the Council's and the city's recovery from the pandemic as well as risking causing delays to major projects. To address this shortage, the Council's Into Work Services are working with the sectors affected to identify the skills required for different roles and offering relevant training to develop interview-ready applicants.
- **Attendance at Events and Commercial Venues:** The cost-of-living crisis has reduced the amount of disposable income many people have which in turn reduces ticket sales. Covid-19 continues to have an impact on staff availability to support the delivery of shows and projects and has led to the cancellation of shows. Taken together, there remains real pressure on service recovery which is likely to have significant impact on the Council's budget.

## ■ Forward Look: Areas of Focus

### Leading the economic recovery in Wales

As the city economy emerges from the pandemic and into an uncertain economic environment, the Council will continue to ensure that the capital city plays a leading role in the Welsh economic recovery. This will involve playing an active role in the establishment of Corporate Joint Committees (CJC) as well as the design of any new Tourism Levy. The Council will seek to maximise the benefits of the Shared Prosperity Fund for Cardiff and secure funding for key infrastructure projects via the Levelling Up Fund.

### Leading a recovery programme for the City Centre and Bay

Over the coming year, the Council will progress major infrastructure projects that will transform the city, support green, inclusive growth, and create good-quality jobs, including the Indoor Arena, the International Sports Village, Central Square, Central Quay and the new Canal Quarter.

Supporting innovation and business development, with an enhanced package of interventions to help the sectors worst affected by the pandemic

The Council will need to support the growth of our key high-value sectors – including fintech, cyber and creative – which will create well-paid jobs for our residents, help boost Cardiff's productivity and make our city a globally-attractive place for inward investment. In response to the changed nature of the workplace in the pandemic, a focus will be placed on transforming existing buildings to create flexible and affordable working space for start-ups in our priority sectors.

### Supporting the recovery of the cultural sector and major events programme

Our cultural and major events sectors have been amongst the most affected by the pandemic, so the Council will continue working with Welsh Government to ensure the delivery of events delayed or cancelled by the pandemic, as well as to explore future opportunities. Over the coming year, the Council will finalise plans for developing an annual international music festival and sporting event and set out a new cultural strategy, based on the successful Music City Strategy model.



## Well-being Objective 6: Cardiff grows in a resilient way

### Our priorities in 2021/22 were:

- Delivering One Planet Cardiff to decarbonise the city and lead a green recovery
- Transforming Cardiff's public transport and active travel systems
- Putting sustainability and well-being at the heart of the city's growth
- Enhancing Cardiff's flood defences
- Building resilience into our highway network
- Making Cardiff a world-leading recycling city
- Working as one team to keep our streets clean

### Strategic Assessment

Over the past year, the Council has accelerated its response to the climate emergency, while laying the foundation for a green post-Covid recovery. The One Planet Cardiff Strategy and action plan, published in October 2021, set out the priorities for delivering a net zero Council and city by 2030, supported by a detailed analysis of the Council's carbon footprint, and the Council has committed to place the climate emergency at the heart of the city's replacement Local Development Plan.

The Council has invested to accelerate the shift in sustainable and active travel, with pop-up cycle lanes introduced in the pandemic now made permanent. However, the impact of the pandemic on mobility in the city and city-region remains uncertain, particularly for mass transit. The reduction in car use during the lockdowns has improved air quality across the city, but long-term trends on car use are unclear, and a decision on the future of Castle Street – the only street in Cardiff where air pollution levels did not meet legal limits in 2019 – will need to be taken later in 2022.

The Council's renewable energy programme has grown, with a solar farm in operation and heat network beginning construction. Managing flood risk as a result of the climate emergency remains a strategic risk for the Council, with key schemes to enhance the city's flood defence infrastructure seeing delays in 2021/22. More broadly, the impact of inflation on the One Planet capital programme risks the delivery of strategic transport schemes, renewable energy generation projects and the Council's housing retrofit programme, and will need close monitoring over 2022/23.

Whilst Cardiff remains one of the best performing core cities for recycling, its recycling rate for the past year (59.59%) has fallen short of the 64% target set by Welsh Government, potentially exposing the Council to a financial penalty. In response, a new Recycling Strategy will be considered by Cabinet in autumn 2022, setting out the steps the Council will take to meet the statutory recycling targets. Similarly, levels of street cleansing in all wards in Cardiff have not met the target set in the Corporate Plan, in part caused by a HGV driver shortage leading to delayed waste collections. In response, a training programme for new drivers has been introduced and a programme of targeted, integrated street cleansing in key areas will be implemented in 2022/23.

### Key Successes

#### Delivering One Planet Cardiff to decarbonise the city and lead a green recovery

- **The Pathway to a Carbon Neutral City:** Following extensive consultation and engagement, the Council has set a pathway to making Cardiff a carbon neutral city by 2030, with the publication of the One Planet Cardiff strategy and action plan. Since its publication in October 2021, a number of commitments have been progressed, helping to establish Cardiff as a leading city in the move to net zero, as well as drive a green post-Covid recovery.
- **Renewable Energy Generation:** The Lamby Way Solar Farm is now operational, generating 9MW of renewable energy for Cardiff and the National Grid. Additionally, a private wire project on the site has been completed, connecting the Solar Farm to the nearby Welsh Water treatment works. This will help to decarbonise the city's wastewater processing activities.
- **Cardiff's First District Heat Network:** Construction has begun on the Cardiff Heat Network. The Network will bring low-carbon heat to both Council and non-Council owned buildings in the Bay, connecting to a range of new developments such as the Indoor Arena.
- **Greening the Council's Fleet:** As part of the Council's journey to reduce its own carbon footprint, work is underway to decarbonise fleet vehicles and bring additional Electric Vehicle (EV) charging infrastructure to the city. Over the past year, the Council has expanded its EV fleet to 70 vehicles. Furthermore, 59 EV charging units have been delivered, including six rapid chargers at Lamby Way for the Council's electric refuse collection vehicle fleet.
- **Improving Air Quality:** As part of the Clean Air Plan, 36 electric buses have been introduced to the city and the Bus Retrofitting Programme has been completed fitting 49 buses with technology that reduces NO2 emissions by 90%. The Taxi Lease Scheme has also been launched. As a result, the city has seen significant improvements in its air quality performance – Castle Street, previously the most polluted street in Cardiff, is now compliant for NO2 pollution. Additionally, NO2 concentrations in Air Quality Management Areas (AQMAs) are well below both the Council's internal targets and legal limits.

#### Transforming Cardiff's public transport and active travel systems

- **Cardiff Metro:** Over the past year, progress has been made on Cardiff Metro with the completion of metro studies and wider master-planning for Cardiff Crossrail, as well as the development of new stations across the city.
- **Delivering a Cycleway Network:** Over the past year, the Cross-City and Bay Pop-Up Cycleways have been completed, as well as a Cycleway from Bute Park to Western Avenue. A Cycleway which connects Western Avenue with Llandaff is currently in the planning process.
- **Developing Active Travel Plans for Schools:** Active Travel Plans allow young people to learn the environmental, health and wellbeing benefits of active travel while reducing rush-hour congestion across the city. The Council has now supported 122 of Cardiff's 127 schools in producing or progressing the development of Active Travel Plans. The remaining five schools have been offered support but have not yet been able to fully engage with the scheme.
- **Intelligent Transport System:** Cardiff is seeking to create an Intelligent Transport System (ITS),

combining information, communication, and control technologies in a way that enables users to make better, safer and more co-ordinated use of transport networks. As part of this work, a draft ITS strategy has been approved for consultation ahead of final publication later this year and the Council has been undertaking upgrades of the bus Real-time Information (RTI) system to ensure residents can enjoy a more efficient bus system.

### Putting sustainability and well-being at the heart of the city's growth

- **Replacement Local Development Plan:** The Replacement Local Development Plan (LDP) will help shape Cardiff for the next 15 years to 2036, ensuring the right development happens in the right place at the right time, benefitting communities and the economy, as well as setting out which areas need to be protected. Work to develop a new LDP over the past year has included extensive consultations on the LDP vision and objectives as well as the Strategic Growth Options. Despite Covid-19 social distancing requirements resulting in significant restrictions on engagement work, targeted activity with key groups has been undertaken across the city and this will continue throughout the process.
- **Transforming the City Centre:** The ongoing transformation of the city centre has created a more accessible and attractive public space, balancing business, public health, wellbeing and ecological needs. The re-opening of the Canal Quarter is just one part of the Council's wider goals; Phase 1 of the scheme is now on site, with works progressing well and due for completion in early 2023.
- **Safeguarding Cardiff's Natural Assets:** To protect Cardiff's biodiversity and natural assets, the Council signed the Edinburgh Declaration on Biodiversity in October 2021 and declared a Nature and Biodiversity Emergency in November, ensuring that the organisation makes the systemic shift required to safeguard Cardiff's natural assets.

### Enhancing Cardiff's flood defences

- **Enhancing Cardiff's Resilience to Flooding:** Due to its coastal location, Cardiff is particularly exposed to the risks posed by climate change, namely rising sea levels, more frequent extreme weather events and flooding. Enhancing the city's flood defence infrastructure is therefore essential to Cardiff's future resilience. A draft Full Business Case for the Council's Coastal Defence Scheme has been submitted to Welsh Government and, more broadly, work to identify at-risk areas is helping ensure that infrastructure investment is targeted to the most vulnerable locations. Over the past year, flood incident management software has also been introduced to better understand the spatial distribution of flood events and determine priority areas for future flood alleviation schemes.

### Building resilience into our highway network

- **Road and Footway Maintenance:** A resilient highway network plays a key role in ensuring that Cardiff develops in a sustainable way. Over the past year, the Council has reconstructed 112 roads and resurfaced, surface treated or reconstructed 46 footways, for a total of roughly 190,000 square metres of surface treatment. Furthermore, the new Millennium Walkway has been completed using a sustainable recycled composite material.

- **Roll-out of a 20mph Speed Limit:** The roll-out of a 20mph speed limit across the city is helping to make Cardiff safer for local communities and active travel, in addition to improving air quality. Progress has been made in delivering the initiative, with the Traffic Regulation Orders now sealed and on-street delivery well underway for the areas included as part of the pilot scheme, such as Whitchurch & Tongwynlais, Llandaff North, Rhiwbina and Heath.

### Making Cardiff a world-leading recycling city

- **Enhancing Recycling Centre Capacity:** Enhancing capacity at recycling centres is a key component of the Council's approach to recycling. Performance at Cardiff's recycling centres remains excellent, with the recycling rate at 85-90% and a review of site usage showing that current capacity exceeds demand. The city's sites have amongst the best rates in Wales. To build on this status, the Council has opened a Reuse Shop at Lamby Way Recycling Centre, a number of community recycling zones throughout the city and a pop-up recycling centre in Parc Ty Glas.
- **Improving Recycling Behaviour:** Ensuring residents contribute to improving recycling performance is key to success. Educating the public is therefore crucial and progress continues to be made in this area. Alongside the Pink Sticker Campaign, which educates residents on proper recycling practice, a dedicated Recycling Education Team has been established to target areas with the highest levels of contamination to encourage improvements in recycling behaviour.

### Working as one team to keep our streets clean

- **Developing an Internal Training Programme for HGV Drivers:** Over the past year, delayed waste collections – caused by the nation-wide shortage of HGV drivers – have posed a risk to the city's street cleanliness. The Council has continued to maintain service delivery despite these challenges and responded to the labour shortages by establishing a 12-month internal training programme for officers wishing to become HGV drivers.
- **Love Where You Live:** Over the past year, the campaign has successfully attracted a large volume of volunteer litter champions who help keep their neighbourhood streets clean. Furthermore, a new 'Love When You Leave' campaign has been launched to address waste issues that arise as students leave and to develop residents' sense of pride in their communities.
- **Tackling Fly-Tipping and Littering:** Tackling fly-tipping and littering is a core Council priority and good progress has been made over the past year, with over 99% of reported fly-tipping incidents cleared within five working days and over 90% of these cases resulting in enforcement activity. Furthermore, over 90% of highways land inspected by the Council was found to be of a high or acceptable standard of cleanliness.



## ■ Challenges and Risks

- **Flooding and Coastal Erosion:** Parts of the city's existing flood defence infrastructure need to be enhanced to meet the challenges of the climate emergency. Efforts to progress schemes have been subject to a range of pressures, including a delay to the Sustainable Water, Flood and Drainage strategy due to Covid-19, the scale of funding required and capacity challenges within the Flood Risk Management Team. Work is ongoing to enhance capacity and to progress flood risk management schemes using all available funding streams. A number of schemes have been completed or are ongoing, with others at the early investigation stages.

Continued coastal erosion is putting Cardiff's existing defences at risk of a breach with a number of sites in the Rover Way area identified as being at particular risk. Two decommissioned landfill sites with significant environmental repercussions have also been identified within the at-risk areas. Coastal flood defence projects have been delayed due to ongoing issues with receiving a marine licence and full permissions from Natural Resources Wales (NRW) to allow for work in the river and protected areas, which has put planning permission on hold. Additionally, estimated costs for the coastal defence scheme have risen by over 75%, due to factors such as Brexit, fuel increases, the global pandemic and material cost inflation. The Council continues to pursue the marine licence application with NRW and Welsh Government, and all opportunities for project funding are being explored.

- **Cost inflation:** The impact of inflation on the city development capital programme represents a significant risk to the delivery of strategic transport schemes, renewable energy generation projects, flood defence improvements and the Council's housing retrofit programme. The capital programme will need to be closely monitored over the course of 2022/23 and the Council will work closely with partners in the Capital Region, national government and private sector to explore all funding opportunities.
- **Air Quality:** NO2 concentrations in Air Quality Management Areas (AQMAs), including Castle Street, were well below the Council's internal targets and legal limits in 2021/22, though there are risks that they may increase as general traffic levels increase post-pandemic. Moving forward, ongoing monitoring of air quality results will continue, with more detailed assessments undertaken to provide a more robust annualisation of results. Work will also continue to progress plans for a permanent transport improvement scheme on Castle Street and, more broadly, the Clean Air Strategy and Action Plan will be updated.
- **Statutory Recycling Target:** Whilst Cardiff remains one of the best performing core cities for recycling, its recycling rate for the past year (59.59%) has fallen short of the 64% target set by Welsh Government. In addition to the environmental impacts, failing to meet Welsh Government's statutory targets exposes the Council to a potential fine for each year it fails to meet the target and places additional financial costs on waste services.

A number of challenges to improving recycling rates are unique to urban areas whilst a number of national issues have also affected performance improvement, including pandemic management and national labour shortages. Measures have been progressed to improve performance, with the ongoing transformation of operational arrangements delivering efficiency gains and new collections measures being piloted across the city. Drawing on this work, and extensive engagement with Welsh Government and WRAP Cymru, a new Recycling Strategy will be considered by Cabinet in autumn 2022 setting out the steps the Council will take to meet the statutory recycling targets.

- **Street Cleanliness Gap:** While Cardiff is performing well overall in street cleanliness, with 90% of highways land inspected by the Council found to be of a high or acceptable standard of cleanliness in 2021/22, eight of the city's 29 wards failed to meet this standard. To address this gap in street cleanliness and ensure that all communities can enjoy a clean and attractive living environment, a programme of service reform continues to be progressed. This has involved establishing three dedicated blitz teams, focused on Cathays, Plasnewydd and the Southern Arc, alongside a new Lanes Team which will cover the whole of the city. A new Jet wash team has also been established to target shop fronts throughout the city and six community-based electric vacuum sweeps have been introduced, with four additional small mechanicals sweepers due for delivery in October. The increased frequency of litter bin emptying on afternoon shifts and over the weekends is anticipated to further improve street cleanliness, as will the introduction of collection windows for trade waste customers in the city centre.

Moving forward, a cleansing service will be available to event organisers for events taking place on Council land and venues with increased street washing in the city centre. Crucially, Collections, Cleansing and Enforcement will be closely integrated for targeted campaigns aimed at tackling the incorrect presentation of waste which is known to have a negative impact on street cleanliness. Further to this, the adoption of new technology to monitor fill rates on litter bins will allow for improved planning and a more responsive service.



**Forward Look: Areas of Focus**

**Delivering One Planet Cardiff to decarbonise the city and lead a green recovery**

Over the coming year, the Council will continue delivering One Planet Cardiff’s major programme of change and seek to overcome delivery challenges. This includes the Housing Retrofit programme, which will target 5,000 Council housing units and is now in the procurement phase, and the Cardiff District Heat Network.

**Transforming Cardiff’s public transport and active travel systems**

Improving Cardiff’s transport system will remain a strategic priority, particularly the shift to more sustainable and more active modes of transport. The Council will continue to progress metro studies for Crossrail, including the new stations from the city centre to Cardiff Bay and the North West Corridor. As part of wider master-planning, the Council will develop a Park and Ride Strategy for Cardiff, as well as progress the delivery of a Park and Ride site at Junction 33 of the M4. The Council will also work with the Burns Delivery Unit on a programme of transport improvements between Cardiff and Newport, as well as make a decision on the new Central Station design and masterplan later this year. Work will also continue to develop a Bus Strategy for Cardiff which will set out what is needed in the city to ensure excellent bus services that are fully integrated with other modes of public transport.

Options for Castle Street’s long-term future will be assessed throughout 2022 and delivered in 2023 and 2024. Key steps in this process will include the completion of air quality data collection, further modelling, identification of the preferred option and production of a report for Cabinet approval in 2023. More broadly, work is also planned to commence updating the Clean Air Strategy and Action Plan.

**Putting sustainability and well-being at the heart of the city’s growth**

Delivering the replacement Local Development Plan (LDP) process will continue to be a key priority, with major steps for the coming year including a Council decision on the Preferred Growth Strategy. Dialogue with Welsh Government and regional local authority partners will continue regarding the implementation of the new regional strategic planning arrangements within the Corporate Joint Committee (CJC).

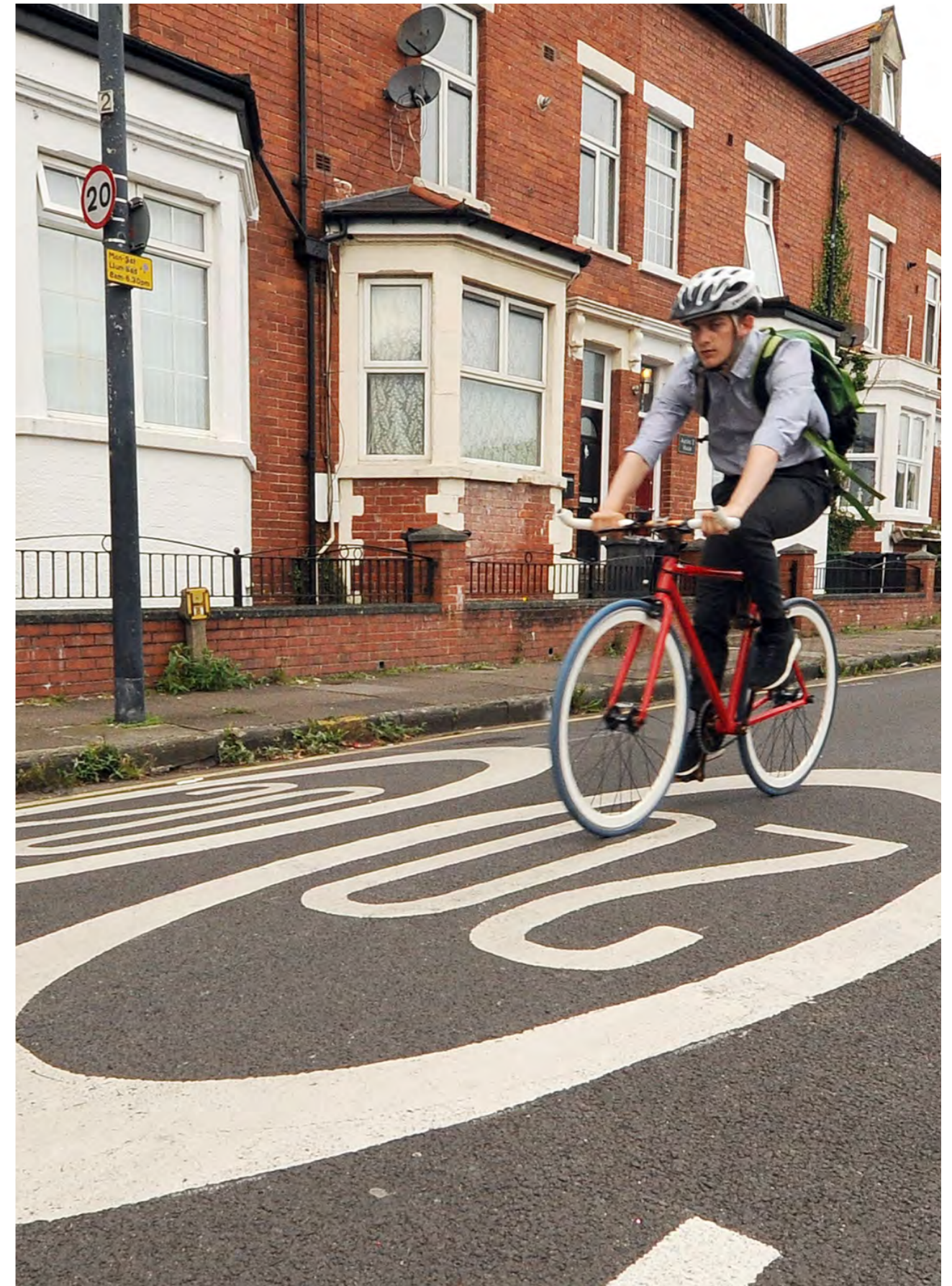
**Enhancing Cardiff’s flood defences**

Construction of the Coastal Flood Defence scheme is anticipated to begin later this calendar year, subject to Welsh Government approval of the business case and funding, with completion projected for 2024. Additionally, the Council will work with its partners to continue developing a new Local Flood Management Strategy & Flood Risk Management Plan, which is due for completion in the autumn of 2023.

**Making Cardiff a world-leading recycling city**

A new Recycling Strategy which will set out the steps the Council will take to improve recycling rates, reduce single-use plastics and support the development of the circular economy will be considered by Cabinet in Quarter 3 2022/23.

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## Well-being Objective 7: Modernising & integrating our public services

### Our priorities in 2021/22 were:

- Developing a comprehensive programme of organisational recovery and renewal
- Building upon our digital agenda, incorporating technology into service delivery and exploiting data to drive performance
- Delivering fewer and better Council buildings
- Supporting a highly skilled and productive workforce with the well-being of staff at its core
- Using the power of the public purse to support the city's recovery
- Making sure that we are a Council that better talks to and listen to the city that we serve

### Strategic Assessment

The pandemic has been a time of significant challenge, but also one of change, dynamism, and innovation in Council services. The Council has successfully adopted hybrid working and is ensuring that supporting accommodation, technologies and workforce policies are in place or are planned to make this change sustainable. Digital technologies have been introduced, with channel shift evident, in the delivery of more services, though further gains can be made capitalising on the shift by citizens to digital channels. Ensuring that the organisation maintains this momentum and continues to adapt to the post-pandemic situation will be a priority for the year ahead.

The Covid-19 pandemic, and associated public health measures have had significant financial implications for the Council, both in terms of additional costs and loss of income. The end of the Welsh Government Covid Hardship Support represents a significant financial risk to the Council, with many income-generating services facing continued disruption and increasing and more complex demand as a result of the pandemic being felt in many services. In addition, the fiscal landscape globally has changed significantly in respect of pressures on pay and price inflation, in particular for energy costs, and this is playing out locally for the Council and in the cost-of-living crisis now evident across the city's communities. Over the medium term, Welsh Government have provided indicative allocations for 2023/24 and 2024/25 which are welcome, but given the risks highlighted, a cautious approach is needed given the all-Wales nature of these projections and the uncertainty of the future public sector landscape post-pandemic. With rising demand in key services, the Council must continue to plan for a significant medium-term budget gap.

A sharp focus will also need to be placed on the capital position – there are currently significant pressures resulting from rising inflation and supply chain cost increases, demand for investment to maintain condition, and capital receipt assumptions. Discipline will be needed from directorates to ensure that resources, skills, and capacity are available to deliver the investment programme on time and to meet existing budget allocations.

As in other sectors of the economy, workforce challenges are coming to the fore, with skills shortages across the Council. A greater emphasis will need to be placed on workforce planning and talent development. In tandem with this and responding to the recommendations of the Race Equality Task Force, a greater emphasis will need to be placed on increasing and supporting diversity in the Council so that its workforce reflects the diversity of the city.

### Key Successes

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

- **Recovery and Renewal:** Despite being one of the most challenging periods for Council services and staff, the pandemic has also been a time of significant change, dynamism, and innovation. In May 2021, the Council set out its framework for organisational recovery and renewal, outlining opportunities to adapt to the new operating environment as the city emerged from the pandemic, including opportunities for service innovation, digitalisation, flexibility, and continued partnership working. Resulting actions have since been built into the Council's policy and budgetary framework.
- **Adopting a Hybrid Working Model:** Covid-19 rapidly accelerated the Council's programme of modernisation, including catalysing a shift to hybrid working. Council staff have been actively involved in the development of new hybrid working proposals; in 2021/22, over 2,400 employees responded to a staff survey and 134 employees from groups particularly impacted by hybrid working took part in a series of focus groups to understand needs and requirements. This evidence has helped shape the Council's transition to hybrid working, including the creation of flexible workspaces in County Hall, together with meeting rooms with hybrid facilities, for staff to utilise. The transition to this working model is enabled by the Council's investment in digital infrastructure, services and skills, which will need to be continued post-pandemic.

#### Building on the digital agenda, incorporating technology into service delivery and exploiting data to drive performance

- **Continued Channel Shift:** Technology offers residents greater choice and convenience when accessing services, with increasing numbers of citizens choosing to access services via digital means. The Council therefore set ambitious targets to improve its digital footprint in 2021/22, with year-end results showing that over 2 million contacts were made digitally last year. The Council's Chatbot, BOBi, handled over 105k chats, with updates meaning that the Chatbot is now able to support residents with queries about council tax, missed waste collections, fines and elections. Furthermore, Cardiff Gov app downloads exceeded 57,000 – which is over 20% above target – with both accessibility and functionality improved, including allowing residents to make reports of graffiti and problem parking.
- **Data Strategy:** The Council's Organisational Recovery and Renewal Strategy made clear the need for rapid, robust collection, presentation, and analysis of real time data across the public service system to inform decision-making, building on the cross-public service data-led approach in place during the pandemic. The Council's new Data Strategy, approved by Cabinet in February 2022, recognises that data represents an asset which can support the delivery of corporate priorities and, critically, be used to improve service delivery and performance. The strategy will support the Council to transition into a data-driven organisation, by embedding a systematic approach to managing and interrogating data across the authority.

- **A New Planning and Performance Framework:** A strengthened framework, which responds to the new performance requirements set out in the Local Government and Elections (Wales) Act 2021, was approved by Cabinet in February 2022. The framework places a strong emphasis on self-assessment and on engagement with staff and members in developing the overall assessment, and broadens the Council's strategic and directorate approach to performance management to encompass service performance, resource management and governance. The framework recognises the need to effectively use and analyse data to solve problems and improve service delivery and is therefore complemented by the Council's new Data Strategy. Both will be used to support the identification of corporate priorities and areas of improvement, informing decision-making moving forward.

The new Performance Framework provides an enhanced role for Scrutiny and the Governance and Audit Committee in the self-assessment process and a scrutiny recommendations 'tracker' was adopted for 2021/22. The new tracking arrangement ensures a systematic method of recording and monitoring the progress made against accepted recommendations. A report is presented every six months to each Scrutiny Committee. In addition, a similar tracker approach has been adopted for External Regulatory Bodies to report progress against their recommendations. An update is formally reported to the Governance & Audit Committee on a six-monthly basis.

### Delivering fewer and better Council buildings

- **Corporate Property Strategy:** The Council's Corporate Property Strategy establishes the strategic direction, performance, targets, key processes, and governance relating to the management of the Council's land and property estate. After achieving all targets within the Corporate Property Strategy 2015-20, a new five-year Corporate Property Strategy (2021-26) was approved by Cabinet in December 2021. The strategy focuses on the modernisation of a 'leaner and greener' operational estate, whilst also setting out the themes and principles of managing the Council's leased portfolios. This includes plans to modernise the operational estate, as well as reduce its carbon impact as part of the move to net zero by 2030.
- **Corporate Estate:** The delivery of capital receipts remains a critical objective to support the Council's capital programme. Capital receipts are obtained principally through the sale of Council-owned land and property, which is only considered as an option after a rigorous asset management review process, or through the transfer of land and property within the Council. As a result of proactive asset management of the Council's corporate estate in 2021/22, £13.5 million in capital receipts were generated – a particularly large transaction was that of the former Michaelston College, which generated almost £8 million in capital receipts.

### Supporting a highly skilled and productive workforce with the well-being of staff at its core

- **Corporate Health:** Run by Welsh Government, the Corporate Health Standard (CHS) is the quality mark for workplace health promotion in Wales. In recognition of the work to create a positive, inclusive working environment, the Council was successful in its reassessment for the Silver Standard by Public Health Wales in 2021/22. The assessor noted the "strong support from senior management and how [the Council's]

approach to health and wellbeing is being embedded through partnership with employee networks." As part of the new Healthy Working Wales (HWW) delivery model, a revamped awards programme is being developed to replace the Corporate Health Standard (CHS). The new awards programme will be developed during 2022/23 and rolled out in 2023. Whilst this transition is underway, the Council will continue to be reassessed at silver standard and will review next steps once the revamped programme is published.

- **Stonewall Gold Award:** The Council achieved the prestigious Stonewall[1] Gold Award in recognition of work to embed equality, value diversity and demonstrate lesbian, gay, bi and trans inclusion in the workplace, and in external engagement and service delivery.

#### Key achievements include:

- the introduction of a fair and unbiased approach to recruitment through anonymised applications;
- the introduction of unconscious bias training as part of the broad range of equality and diversity training for employees;
- using gender neutral and inclusive language in Council policies; and
- having a strong LGBT+ Employee Equality Network supported by new senior management champions.

#### The award also recognises:

- the Council's procurement approach which ensures that suppliers are LGBT+ inclusive;
- progress made in LGBT+ equality in the services delivery such as the Foster Service; and
- collaboration with other Welsh Local Authorities as part of Proud Councils.
- **Employee Networks:** Cardiff Council supports five employee-led networks which make a vital contribution to promoting equality and diversity in the workplace. The networks are Black, Asian and Minority Ethnic Network; Disability Network; LGBT+ Network; Women's Network; and Carers Network. In order to raise the profile of the networks across the organisation, each has been rebranded, with 'SMT Champions' and 'Friends of the Networks' introduced. Additionally, a Joint Employee Network Survey has been developed to establish a benchmark of membership, as well as the lived experiences of employees.
- **Long-term Agency Staff:** A longstanding commitment of the Council is to transfer long-term agency staff into permanent contracts. A new Agency Worker Policy is now in place, which aligns to Welsh Government's Fair Work Commission and its Fair Work Wales report. The policy upholds the Council's current commitment of acquired rights for temporary contract employees and confirms that temporary contract employees with four years' continuous service with the Council will be treated as permanent. This new policy was developed during the last quarter of 2021/22, and formally adopted in July 2022. Under the new policy arrangements, all agency workers with at least four years' continuous assignment in the same service in the Council will be offered a permanent contract without having to go through a recruitment process, subject to relevant pre-employment checks. Those with at least two years', but less than four years', continuous assignment in the same service will be offered a temporary contract. Once the employee has completed four years – taking into account their agency service and temporary contract service – they will be treated as permanent. This further emphasises the Council's commitment to Fair Work.

- **Performance Reviews:** The rate of completion of Personal Development Reviews across all directorates remains high, with an outturn figure meeting the target of 95%. Further emphasis will be placed in 2022/23 on the quality of performance reviews, including the development of key performance indicators relating to quality alongside compliance to be included in departmental delivery plans.

### Using the power of the public purse to support the city's recovery

- **Social Value in Procurement:** The National TOMs (Themes, Outcomes, Measures) Framework provides a structure through which the Council can measure, review, manage and improve the social value outcomes in its contracts. This is particularly important given the Council spends over £390 million a year procuring a diverse range of goods, services and works. The Framework was piloted across 25 contracts in 2021/22, with different versions of the TOMs (basic, light, and full) created for inclusion in all tenders. A Contract Management Performance Framework has also been launched to ensure a consistent approach to contract management across the Council.
- **Socially Responsible Procurement:** The Socially Responsible Procurement Policy aims to ensure that the Council maximises the social, economic, environmental, and cultural wellbeing benefits delivered for communities through its annual procurement spend. The Council has a responsibility to manage public money with probity, to ensure that value for money is achieved and to manage it in such a way that wider Council objectives can be supported. In 2021/22, a review of the Policy was undertaken to ensure that it remains fit for purpose in a post-pandemic context. Additionally, detailed analysis of spend data was undertaken and a project with Cardiff Third Sector Council (C3SC) commenced to identify options for increasing opportunities for social enterprises to secure Council contracts. Over 50% of the Council's spend was with Cardiff-based organisations in 2021/22.

### Making sure that we are a Council that better talks to and listen to the city that we serve

- **Citizen and Community Engagement:** The social distancing restrictions in place during the pandemic have significantly impacted the Council's ability to conduct face-to-face community engagement. However, the Council continued to see high engagement with online surveys and consultations, with over 62,000 people responding to surveys and consultations in 2021, up from 44,000 in 2019. Where possible, this has been supplemented by engagement work in communities, with 37 various community engagement events held in 2021/22, reaching 6,465 attendees. A priority for 2022/23, and for the new statutory Community Engagement Strategy, will be to build on the progress made with digital engagement while rebuilding face-to-face and community-based work, with a focus placed on those groups and communities that do not traditionally respond to Council consultations and surveys. Over the course of 2021/22 the Council has also continued to focus on enhancing its digital and social media footprint as the primary channel for communicating to citizens, with the number of Facebook, Instagram and Twitter followers all hitting the targets.

- **Citizen Engagement in Council and Scrutiny:** The impact of the pandemic has meant that 2021/22 saw most Council meetings still needing to be held remotely. Meetings have remained open to the public to attend except where confidential or exempt information is being discussed, as defined by the law. Full Council meetings continued to include a facility for public questions, and the Council's Scrutiny Committees have virtually invited stakeholder contributions to their scrutiny programme, both through research and consultation exercises and through direct access to Committees. During 2021/22, the number of webcast Council and Committee meetings continued to increase by a further 50% building on a similar increase from the previous year which reflected the full calendar of business in 2021/22 compared to 2020/21. Over the past year, the number of Scrutiny meetings webcast and available for public viewing increased by 54%. There was a significant increase in viewing figures (over 40%) and the average viewing time increased by 38% on last year. Additionally 53 verbal contributions and 17 written contributions were received by the Scrutiny Committees from external contributors, in addition to 322 responses to primary research.
- **Customer Services, Complaints and Compliments:** Customer service forms a significant part of how the Council delivers help and advice, and it is recognised that there are many ways in which effectiveness can be improved, whether it is with internal or external customers. As a result, customer service training is being delivered across the Council, tailored for staff relevant to their roles and responsibilities. 245 members of staff attended the 'Introduction to Customer Services' training in 2021/22, whilst 54 members of staff attended the 'Delivering Great Customer Service' training.

A total of 3,633 (corporate) complaints were recorded during 2021/22, a 43.2% increase from the previous year, when 2,537 complaints were recorded. A total of 1,487 compliments were recorded during 2021/22, a 22.2% decrease from the previous year, when 1,912 compliments were recorded. In her annual letter to the Council, the Ombudsman has remarked that it is likely that complaints about "public services in general, were suppressed during the pandemic, and we are now starting to see the expected 'rebound' effect".

## ■ Challenges and Risks

- **Financial Resilience:** The Covid-19 pandemic, and associated public health measures, have had significant financial implications for the Council, both in terms of additional costs and loss of income. During 2020/21, Welsh Government put in place a Covid-19 Hardship Fund to support Local Authorities in managing additional costs and income loss directly resulting from the pandemic. The Fund was extended until the end of the 2021/22 financial year but will not be in place during 2022/23. This represents a significant financial risk to the Council. Issues supported by the fund include, but are not limited to, the procurement of protective equipment, operational changes to ensure the safe delivery of services, and financial support to care providers. These issues are likely to continue and are expected to be accompanied by longer tail challenges, which will be particularly acute in certain service areas. It is therefore critical that budget plans are sufficiently robust to ensure that the Council can continue to cope with Covid-19-related financial pressures without recourse to external support.

The Medium-Term Financial Planning position for the Council remains challenging given the demand pressures on services, the likely increasing cost base requirements and the projected levels of future resource availability. Welsh Government have provided indicative allocations for 2023/24 and 2024/25 which are welcome, but a cautious approach is needed given the all-Wales nature of these projections and the uncertainty of the future public sector landscape post-pandemic.

Moving forward, there is a need to ensure that demand pressures continue to be picked up early, as well as where demand for services does not return to anticipated levels, particularly with respect to income-generating services. Directorates will need to deliver effective mitigations against pressures arising, that includes changing service delivery whilst staying within agreed budget parameters.

A sharp focus will also need to be placed on the capital position – there are currently significant pressures resulting from rising inflation and supply chain cost increases, demand for investment to maintain condition, and capital receipt assumptions. Discipline is needed from directorates to ensure that resources, skills, and capacity are available to deliver the investment programme on time and to meet existing budget allocations.

- **Responding to the Maintenance Backlog of the Operational Estate:** The Council fully recognises the importance of its asset base to support the effective delivery of services, particularly given the shift to hybrid and locality-based working.

Longstanding challenges are recognised, particularly in relation to addressing a maintenance backlog within the operational estate. This not only includes core office spaces – such as City Hall and County Hall – but the city's most historic venues and buildings. Allied to the maintenance backlog is the risk that statutory building inspections – as well as the remedial works arising out of inspections – will not be completed, which are required to maintain premises in a safe and legally compliant condition.

The new Corporate Property Strategy 2021-26, 'Leaner and Greener', sets out a strategic response, with the completion of statutory obligation surveys and remedial works representing delivery priorities. A focus is also being placed on the modernisation of the estate through planned and preventative maintenance requirements, ensuring alignment with the estate-related priorities of hybrid working and One Planet Cardiff.

Whilst the new Corporate Property Strategy was being developed, a short-term, one-year plan for 2021/22 was agreed, which included a target backlog reduction of £2million, against which only £1.63million was achieved. In 2021/22, the Council also set a target of £300,000 for reducing the total running cost of occupied operational buildings and achieved £257,098 at year-end. Both these shortfalls resulted partly from continued Covid-related disruptions during 2021/22.

- **Sickness Absence:** Whilst significant improvements were seen in sickness absence levels throughout 2020/21, sickness absences increased in 2021/22, correlating with the easing of pandemic restrictions. The end-of-year result showed that 12.65 working days/ shifts – per full-time equivalent (FTE) Local Authority employee – were lost in 2021/22 due to sickness absence, against a target of 9.5. Much of this increase relates to a large number of staff absent due to Covid-19, with the result dropping to 9.84 FTE days if Covid sicknesses are removed, only slightly above target and significantly less than the outturn in recent years. Over the coming winter, and potentially beyond, Covid is likely to contribute to sickness absence over and above historic trends, which could in turn place staffing pressures on key services.

Sickness absence is also not uniform across the Council, with sickness particularly high in Street Scene and Adult Services. A targeted approach will continue to be applied to improve performance. Additionally, a focus is being placed on reducing long-term sickness absence. Out of the total number of Council-wide working days/ shifts lost to sickness in 2021/22, 62% were as a result of long-term sickness, with 38% a result of short-term sickness. Additional corporate support is being provided for complex cases, with a continued promotion of support mechanisms, for both staff and managers.

- **Workforce Planning:** Local government faces a number of workforce challenges in ensuring sufficient capacity, appropriate skills and in recruiting and retaining staff, particularly given the level of competition for some professions. More recently, recruitment and retention issues have been recognised as a problem not just in local government, but on an economy-wide basis. To ensure a more comprehensive approach to workforce planning, the process is being further developed to align to the Council's policy and performance framework. This will enable a more strategic and integrated process to attracting future talent, including increasing apprentice and trainee opportunities, work experience placements, improve the diversity of the workforce and deliver a workforce fit for the organisation's requirements of the future.
- **Fraud and Bribery:** As resources become increasingly stretched, there is a risk that fraud, financial impropriety and/ or improper business practices could increase. To manage this risk, the Council frequently communicates a zero-tolerance approach to fraud, bribery and corruption, as well as undertakes a regular review of relevant policies and procedures. Moving forward, a refresh of the Counter-Fraud and Corruption Strategy will be undertaken, with a revised Counter-Fraud Action Plan published to reinforce and drive the Council's stance, supported by awareness and training.
- **Information Governance:** Information handled inappropriately exposes the Council to intervention and financial penalties issued by the Information Commissioner. This includes information held by Cardiff's schools. To manage this risk, mandatory data protection e-learning is available for staff to complete, and an Information Governance Champions Group has been established. Additionally, an Information Governance Maturity Model has been developed to monitor risks.

- **Cyber Security:** With more Council services available digitally, the move to hybrid working, as well as greater collaboration and integration with partner organisations, reviewing and reinforcing cyber security arrangements is a key priority for the Council. A cyber security incident can lead to a loss of data, as well as disruption to the running of Council services. The Council therefore continuously reviews, refreshes, and reinforces its approach to cyber security, with risks logged and improvement actions identified.
- **Citizen Satisfaction:** Satisfaction with both the quality of public services and the services the Council provides fell in 2021. Satisfaction with Council services fell to 47.3%, down 20.1 percentage points from 67.4% in 2020. This drop in satisfaction reflects a national trend, with the Glasgow Household Survey 2021, for example, also showing falling satisfaction levels (down from 67% in 2019 to 48% in 2021). Similarly, the Local Government Association survey, 'Polling on resident satisfaction with Councils', saw satisfaction levels fall ten percentage points to 56%, the lowest figure recorded in the history of the survey (dating back to September 2012).

## ■ Forward Look: Areas of Focus

### Financial resilience

The end of Welsh Government Covid Hardship Support represents a major risk for the Council which will require active management, particularly for the many income-generating services facing continued disruption and for those services where increasing and more complex demand as a result of the pandemic is being felt. Over the medium term, despite more generous indicative settlements from Welsh Government, rising demand in key services means that the Council must continue to plan for a significant medium-term budget gap. A sharp focus will also need to be placed on the capital position in response to rising costs to ensure that the investment programme is delivered on time and to meet existing budget allocations.

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

To retain the opportunities realised during the pandemic, the Council will develop a programme of organisational recovery and renewal. As part of this work, the Council is implementing a hybrid working model, supported by investment in digital infrastructure, services and skills.

Building upon our digital agenda, incorporating technology into service delivery and exploiting data to drive performance

Providing access to an enhanced range of services online will continue to be a priority post-pandemic, as the Council continues to accelerate its digital agenda, as will an increased focus on the use of automation to deliver efficiencies. The Council will also continue work to improve the collection, presentation, and analysis of data across the public service system to inform decision-making.

### Delivering leaner and greener Council buildings

The Council's approach to managing its strategic estate will continue to adapt to support service delivery, particularly responding to the changes brought by hybrid working and the requirement to decarbonise the estate by 2030. A plan for the Council's core office requirements will be presented to Cabinet in 2022/23, taking into account recent condition surveys undertaken on County Hall and City Hall.

### Supporting a highly skilled and productive workforce with the well-being of staff at its core

The Council's work on organisational development will place a focus on enhanced staff engagement, recognising the importance of a connected workforce as the Council transitions to a hybrid working model. An enhanced focus will also be placed on workforce planning across all services, responding to the labour market and the challenges of recruitment and retention, particularly in social care, waste and street cleansing and other front-line services.

Sickness absence levels remain too high in a small number of services. A targeted approach will continue to be applied to improve performance, including a continued focus on reducing long-term sickness absence through effective case management. The ongoing impact of Covid-19 on sickness rates, particularly in front-line services, will also require close monitoring and active management.

### Using the power of the public purse to support the city's recovery

The Council will continue to fully leverage its spend to create local employment opportunities whilst promoting social and environmental improvements. In particular, the Council will need to ensure that its approach to procurement – including its draft Socially Responsible Procurement Strategy and Delivery Plan – aligns with new UK and Welsh Government legislation.

### Making sure that the Council better talks to and listens to the city that it serves

A new Community Engagement Strategy is to be developed and published in 2022, in line with the requirements of the Local Government and Elections (Wales) Act 2021, with a focus on engaging and involving hard-to-reach groups in decision-making. A new Customer Service Strategy is to be launched and embedded in 2022/23, acting as a voice for customers contacting the Council, as well as an online training module.

## Well-being Objective 8: Managing the Covid-19 pandemic

### Our priorities in 2021/22 were:

- Supporting the delivery of a mass vaccination programme
- Continuing to deliver an effective Test, Trace, Protect Service
- Embedding robust health and safety practices across all Council buildings and in service delivery
- Ensuring the availability of appropriate PPE to protect staff, service users and residents
- Enforcing compliance effectively through the Shared Regulatory Services

### Strategic Assessment

Over the last two years, the Council and its public service partners have led the response to the pandemic, preventing the spread of the virus whilst ensuring the continued delivery of key frontline services and the protection of the city's most vulnerable people. Partnership delivery arrangements across Cardiff have been characterised by an unprecedented level of joint working, with the Council convening a coalition of public, private and third sector partners to deliver a city-wide response to the crisis. Key successes include the delivery of the vaccination programme, the establishment and delivery of a leading Test, Trace, Protect Service and the joint arrangements between the Council, the University Health Board, Public Health and Environment Health services to respond quickly and effectively to any clusters, and to ensure that the city's businesses and services were operating safely.

Due to the success of the vaccination programme, the course of the pandemic has changed, and the link between the virus, serious illness, hospitalisation, and death has been weakened significantly. The policy position, as it has nationally, has therefore graduated beyond crisis response towards the ongoing management of Covid-19 as a vaccine-preventable disease. Looking ahead, the Council and its partners will need to be ready to respond to any new variants of concern that lead to changes in national policy, including if necessary, re-establishing some of the Covid-19 governance response arrangements, and to continue to work in partnership with the University Health Board to promote the uptake of vaccinations, particularly in low-uptake groups.

### Key Successes

#### Supporting the delivery of a mass vaccination programme

- **Delivery of the Mass Vaccination Programme:** Having supported the establishment and rapid escalation of the Mass Vaccination Programme, the Council has continued to provide logistical support at vaccine centres. Whilst the Bayside Mass Vaccination Centre is no longer operational, the lease of the Splott Mass Vaccination Centres has been extended. Last year, Councillors received daily updates on the outputs of the Mass Vaccination Programme, with a detailed breakdown of take-up by age and setting.
- **Supporting Vaccination Uptake Amongst Minority Ethnic Communities:** Recognising the disproportionate impact of Covid-19 on minority ethnic communities and concerns over low uptake of the vaccine, a dedicated workplan was developed. The work involved intense engagement with communities and demographic groups with lower vaccine uptake, and leaflets – regarding Covid-19 vaccination in various community languages – were produced and disseminated. Moving forward, this work will continue, with a broader focus on longer term priorities, such as improving health outcomes for minority ethnic groups.

#### Continuing to deliver an effective Test, Trace, Protect Service

- **An Effective Test, Trace, Protect Service:** In Cardiff, the city's Test, Trace, Protect (TTP) Service was built from the bottom up, bringing together existing local public service expertise to create a new service with the vital role of tracking and limiting the spread of the virus. Such was the success of the Cardiff TTP Service that Welsh Government requested that Cardiff Council be the hosting body for a National TTP Team, providing "overflow" support to regions across Wales when demand exceeded capacity.
- **Ensuring Effective Services and Maintaining High Standards:** To ensure high standards could be maintained across the Cardiff & Vale Test, Trace, Protect Service, a Quality Development Process was established to monitor all teams, including specialist teams. The process was fully rolled out across Contact Tracers and Contact Advisors, with the concept and design presented at the National Contact Tracing Board as a best practice approach.

#### Embedding robust health and safety practices across all Council buildings and in service delivery & ensuring the availability of appropriate PPE to protect staff, service users and residents

- **Health, Safety and Wellbeing of Staff and Service Users:** The health, safety and wellbeing of staff and service users has been a foremost consideration for the Council throughout the pandemic. Throughout 2021/22, the Council's Covid-19 Secure Policy was continuously updated, in line with evolving Welsh Government and Public Health Wales requirements and remains under ongoing review. The Health and Safety Team also continuously monitored the Corporate Covid-19 Risk Assessment, ensuring it reflected Welsh Government and Public Health Wales guidance. The team additionally supported service areas to update their service-specific Covid-19 Risk Assessments, with regular communication provided to Operational Managers. To provide a safe working environment for staff and to safeguard residents and service users, effective workforce testing arrangements were established in May 2021. This was supported by robust ordering, delivery, and supply systems of Lateral Flow Tests and a clear communications programme with staff.



- **Ensuring the Availability of Appropriate PPE:** Effective arrangements ensured the availability of PPE throughout 2021/22, with a focus on critical services. As part of this approach, a PPE Demand Compliance Assessment Tool was created for Social Care. The tool reviews PPE supply to settings over an eight-week period, assessed against modelling estimates for safe PPE usage. Procedures were subsequently established to ensure any areas of concern were addressed, with clear escalation systems in place. This analysis was used to inform the dynamic ordering of stock through NHS Shared Services and an exercise was also undertaken to establish projected non-Social Care PPE needs in the new (2022/23) financial year.

### Enforcing compliance effectively through the Shared Regulatory Services

- **Compliance with Covid-19 Regulations:** Throughout 2021/22, the Covid Enforcement Team worked to ensure compliance with all Covid-19 regulations – which fall under the authority of Shared Regulatory Services – across Cardiff. This included detailed advice given to businesses to support them in operating safely, as well as routine checking of arriving travellers.

### Challenges and Risks

- **Variants of Concern:** Despite the removal of Covid-19 restrictions, monitoring new variants remains critical. The Council and partners will need to be ready to respond to any changes in national policy to keep citizens and staff safe, particularly the city’s most vulnerable people, including re-establishing some of the Covid-19 governance response arrangements.
- **Vaccination:** Vaccination remains a critical part of the response to Covid-19, and it is therefore crucial that the Vaccination Programme continues to be promoted as part of ongoing activity to prevent illness. This will require a specific focus on addressing inequalities in uptake across all population groups.
- **Test, Trace, Protect:** Following the removal of the majority of Covid-19 restrictions in March 2022, as well as Welsh Government’s publication of the long-term plan to live with Covid-19 safely, the Test, Trace, Protect Service has been scaled down. The telephony inbound service has been closed, although digital channels are still open, and call-backs are available. This ensures a level of service continuity through digital channels whilst allowing for the de-escalation of staff, who have been supported to find alternative employment. Moving forward, a new structure will be needed for the service so that it remains proportionate to the ongoing risk and enables resources to be effectively re-directed should the service need to be re-established at scale.
- **Long Covid:** Long Covid describes the presence of symptoms four or more weeks after the original Covid-19 infection that are not explained by an alternative cause. There is currently no local data on the prevalence or impact of long Covid and the potential for differential impact within different groups within the population. Understanding the prevalence and impact of long Covid will therefore be a priority moving forward – including its impacts on Council and partner services.

### Forward Look: Areas of Focus

#### Welsh Government has provided a roadmap for the easing of Covid-19 restrictions and the long-term Covid-19 transition from pandemic to endemic. Moving forward:

- The Mass Vaccination Programme will continue, with uptake of the vaccine promoted. A key component of this approach will involve ongoing engagement with communities and demographic groups with lower vaccine uptake.
- As the Test, Trace, Protect Service has been scaled down, a new structure will need to be established that is proportionate to the ongoing risk.
- All Health and Safety Covid-19 guidance will continue to be reviewed, in line with the latest position.
- Service areas will no longer be required to have a service-specific Covid-19 Risk Assessment in place. Instead, the Corporate Covid-19 Risk Assessment will continue to be reviewed, in line with recent announcements, and will capture all control measures.
- PPE will continue to be provided to all relevant staff in 2022/23, with the Demand Compliance Assessment Tool used for Social Care.





# Corporate Performance Dashboard 21-22 Year End

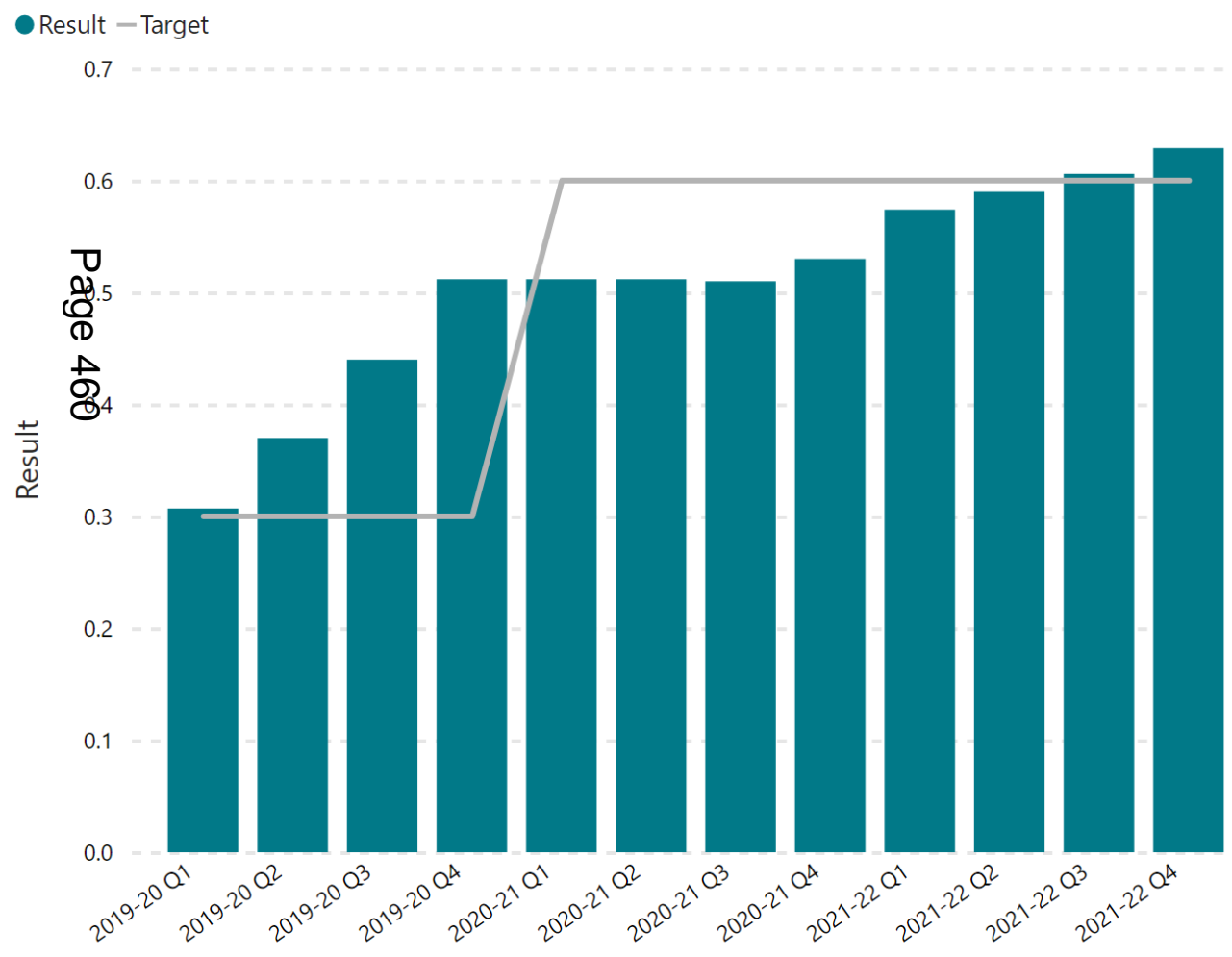
[View in Power BI](#) ↗



# Cardiff is a great place to grow up

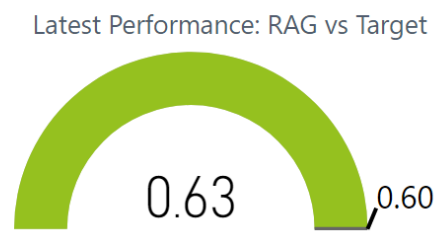
## The percentage of schools that are Bronze, Silver or Gold Rights Respecting Schools

### Performance by Quarter

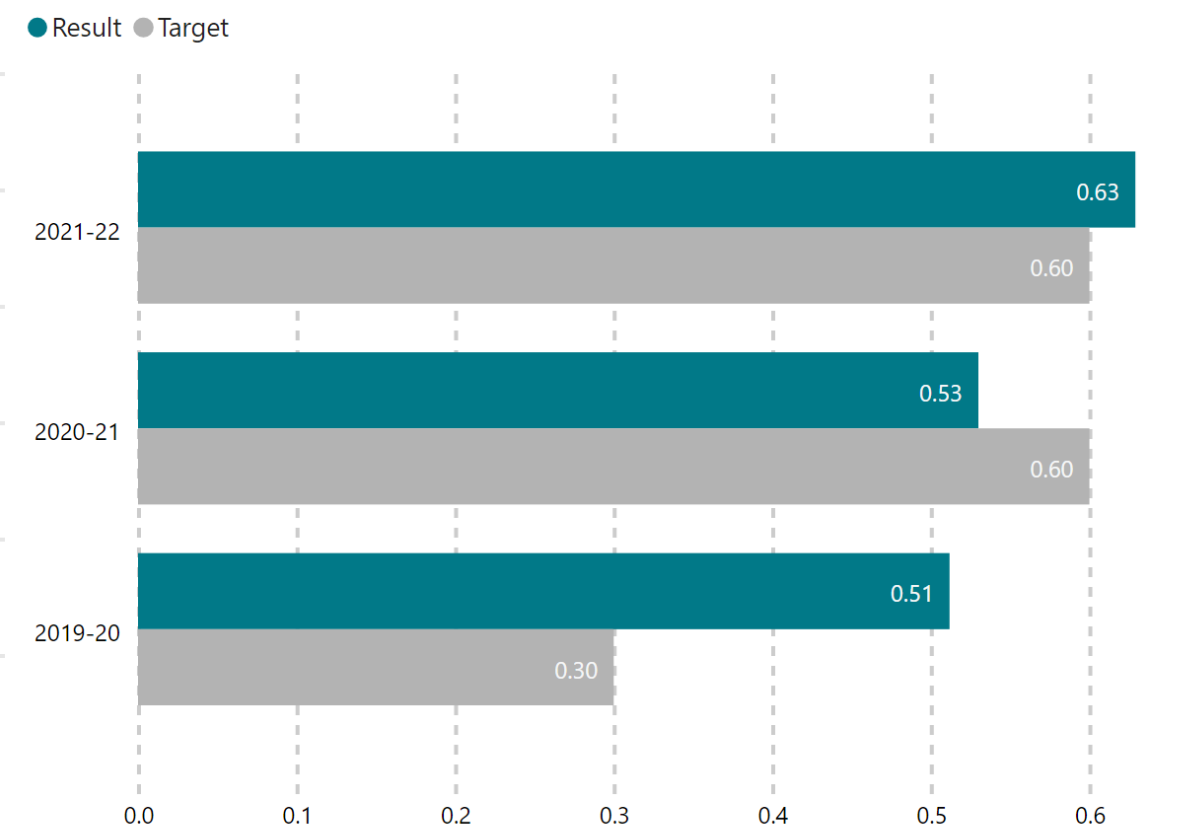


Latest Result  
**62.90%**

Current Year Target  
**60.00%**



### Year End Result



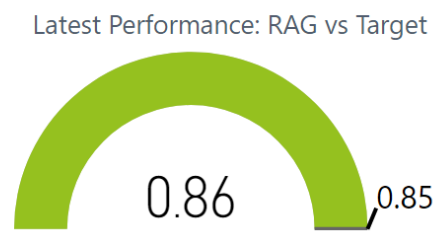
# Cardiff is a great place to grow up

## The percentage of children and young people between the age of 8 and 18 who are aware of their rights

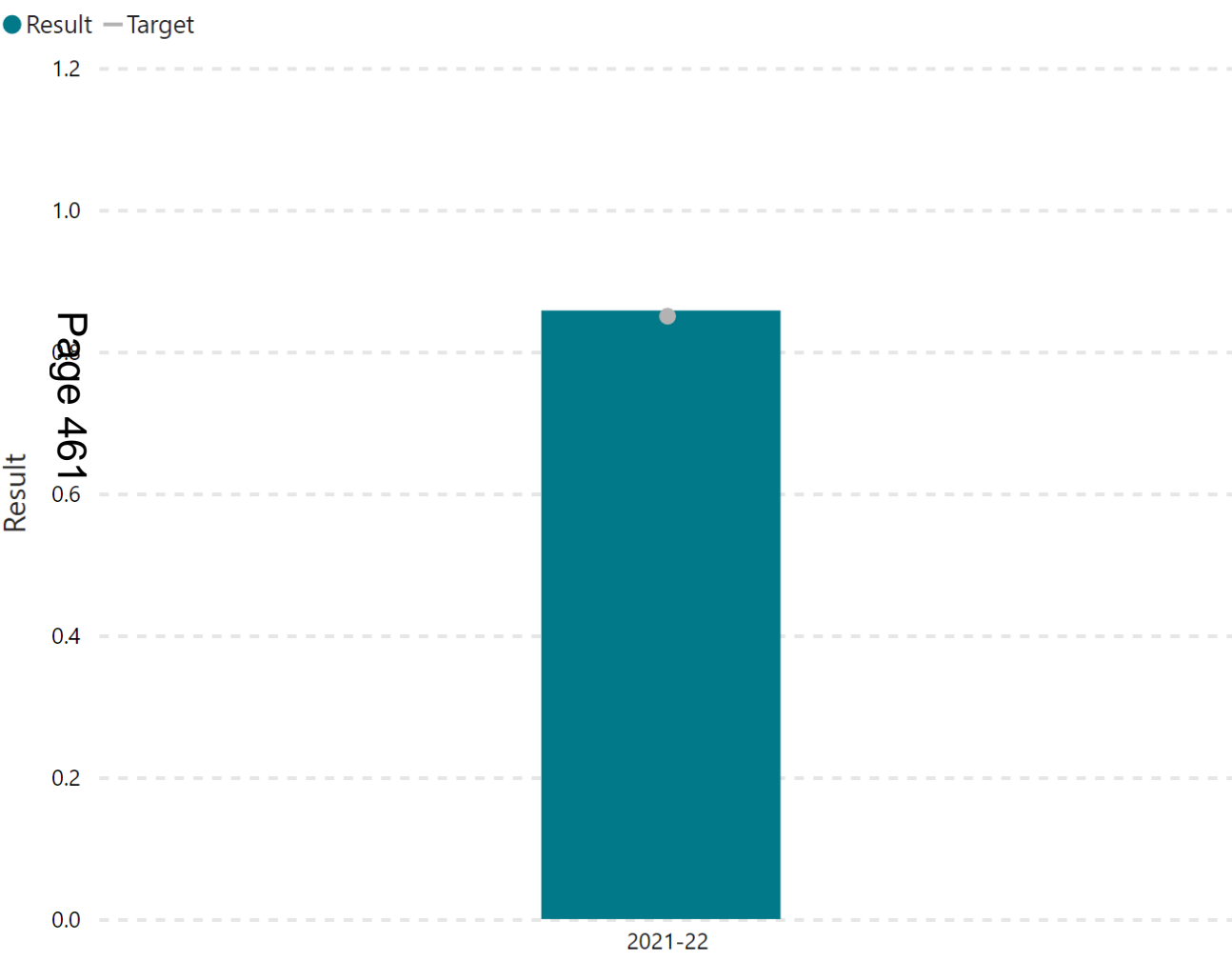
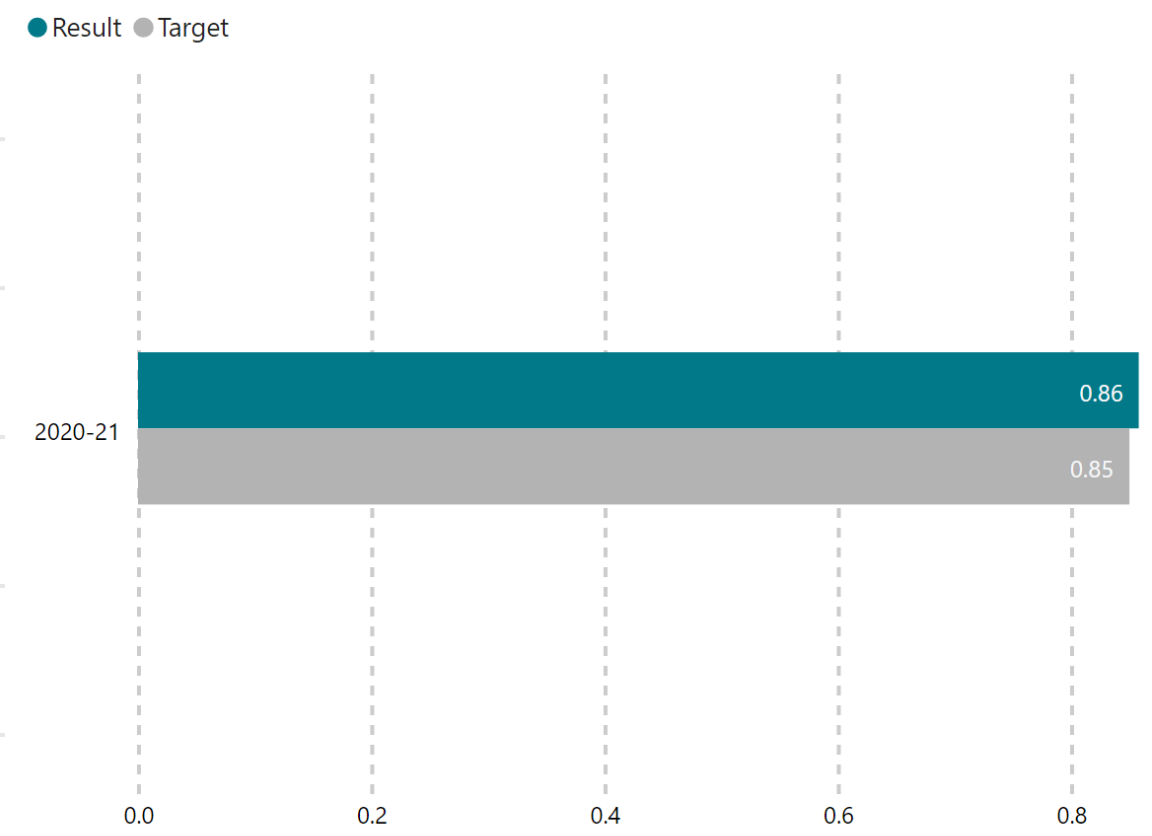
### Performance by Quarter

Latest Result  
**85.80%**

Current Year Target  
**85.00%**



### Year End Result



Result

● Result — Target

● Result ● Target

1.2  
1.0  
0.6  
0.4  
0.2  
0.0

0.0 0.2 0.4 0.6 0.8

2021-22

2020-21

0.86

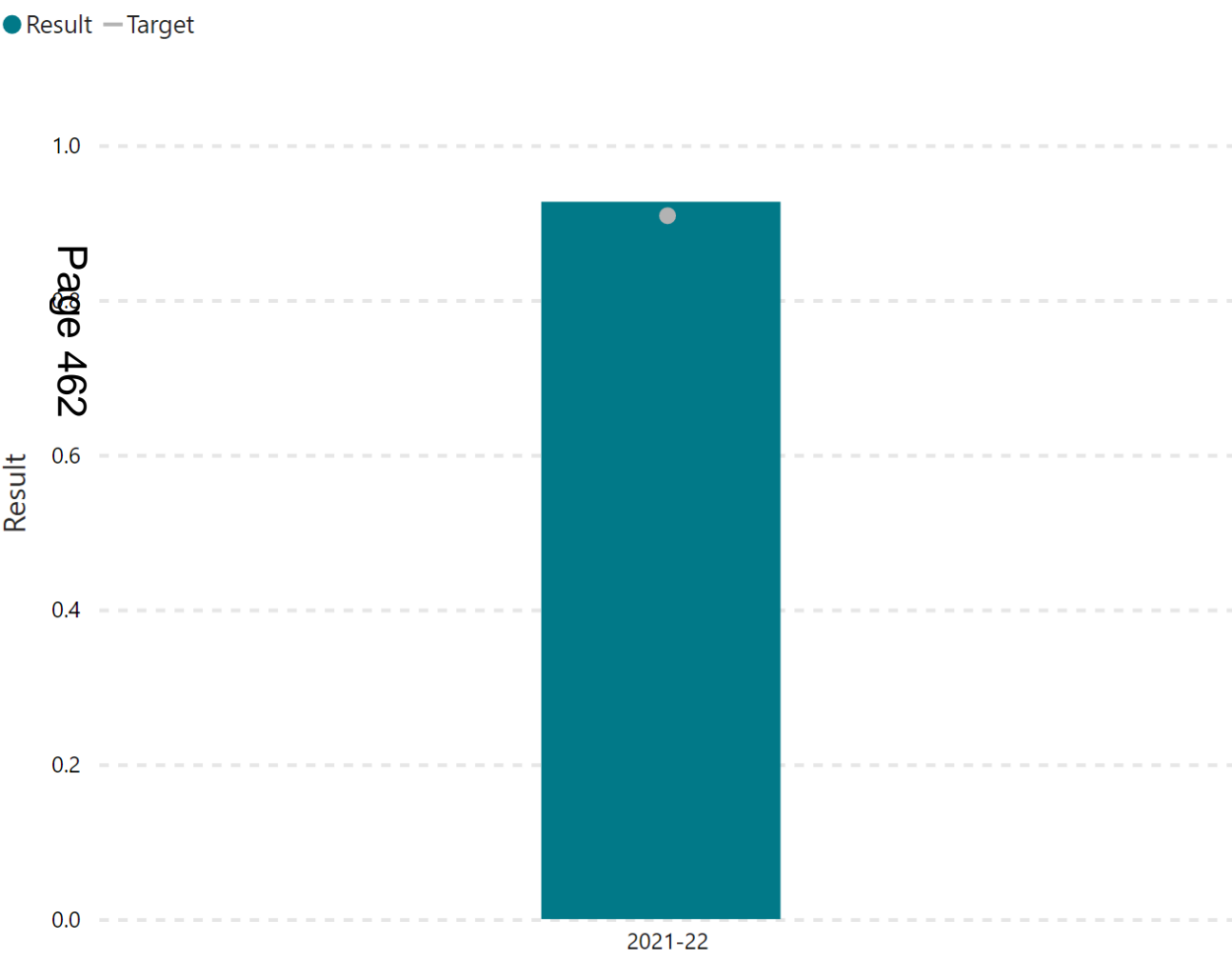
0.85

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# Cardiff is a great place to grow up

The percentage of children and young people between the age of 8 and 18 who state they are able to do their best to learn and pro...

### Performance by Quarter

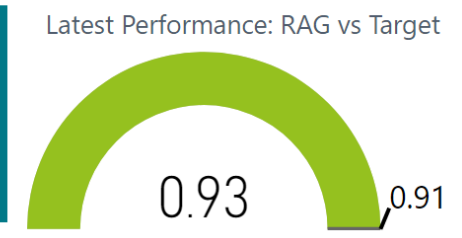


Latest Result

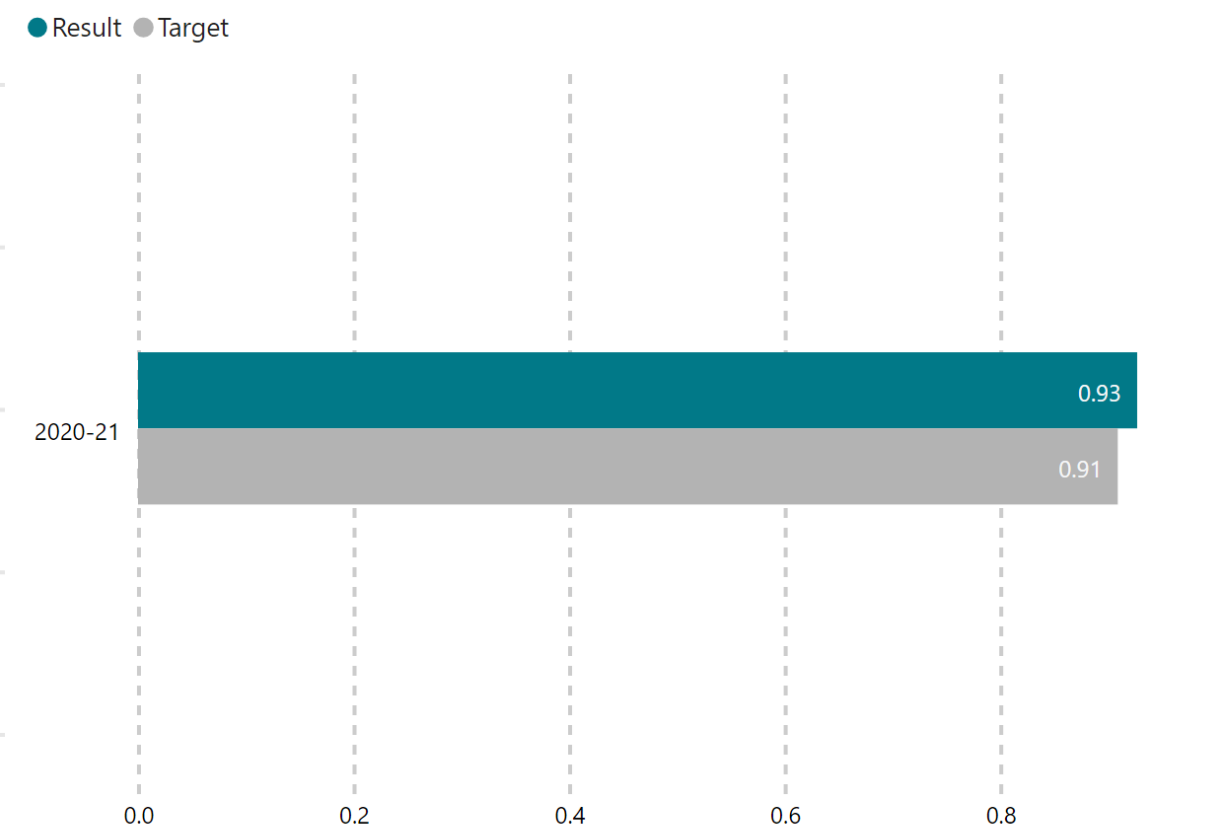
92.70%

Current Year Target

90.90%



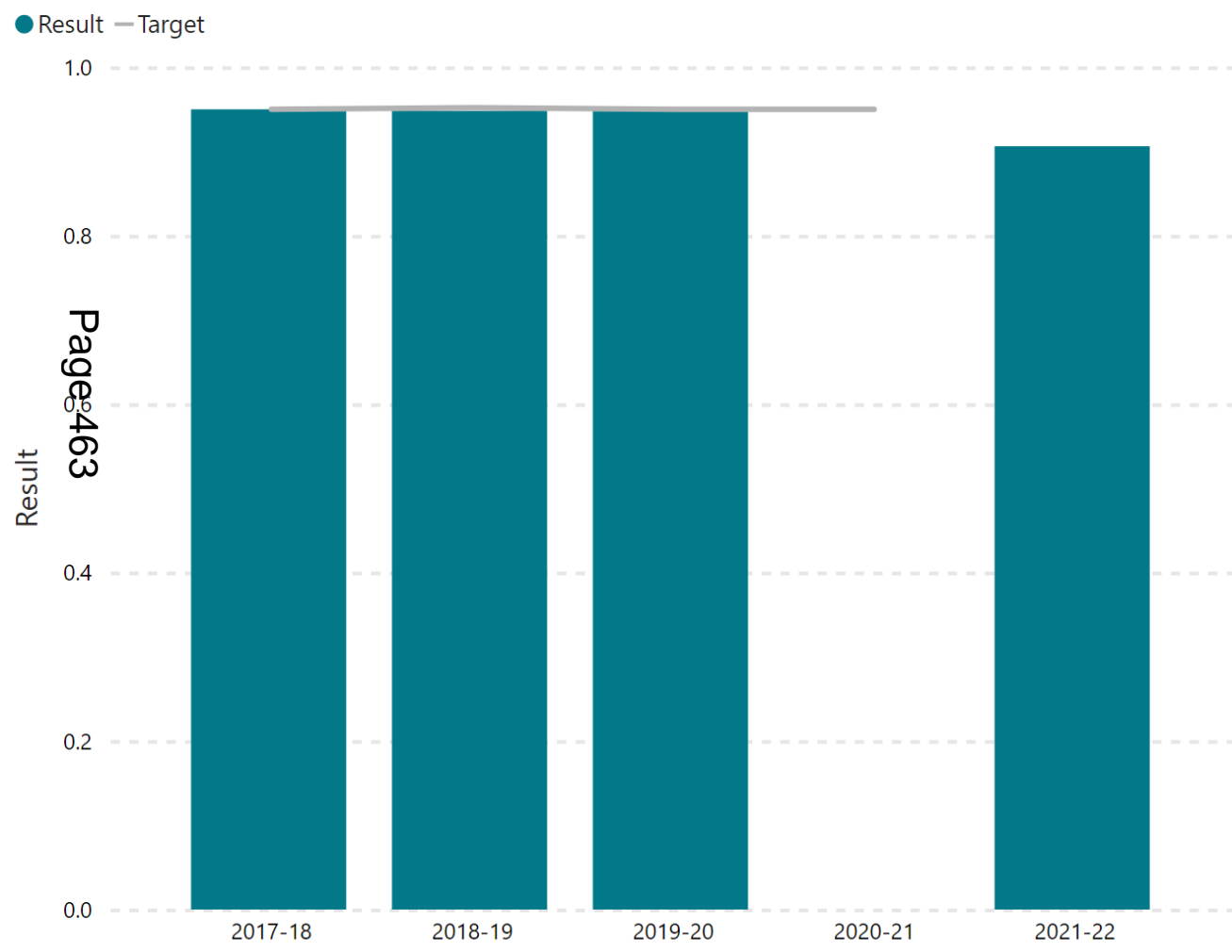
### Year End Result



# Cardiff is a great place to grow up

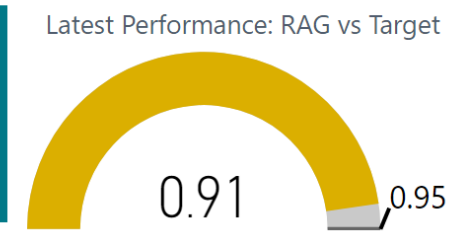
## The percentage attendance: Primary

### Performance by Quarter

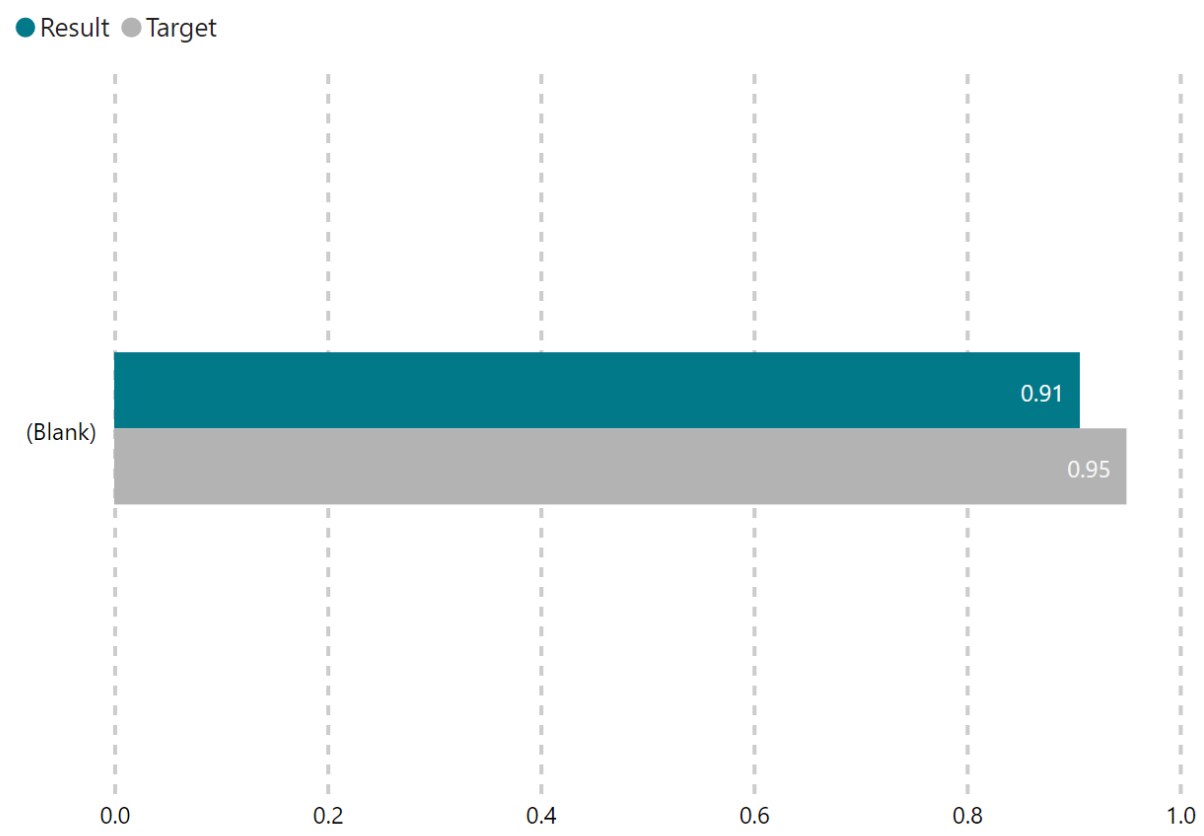


Latest Result  
**90.62%**

Current Year Target  
**95.00%**



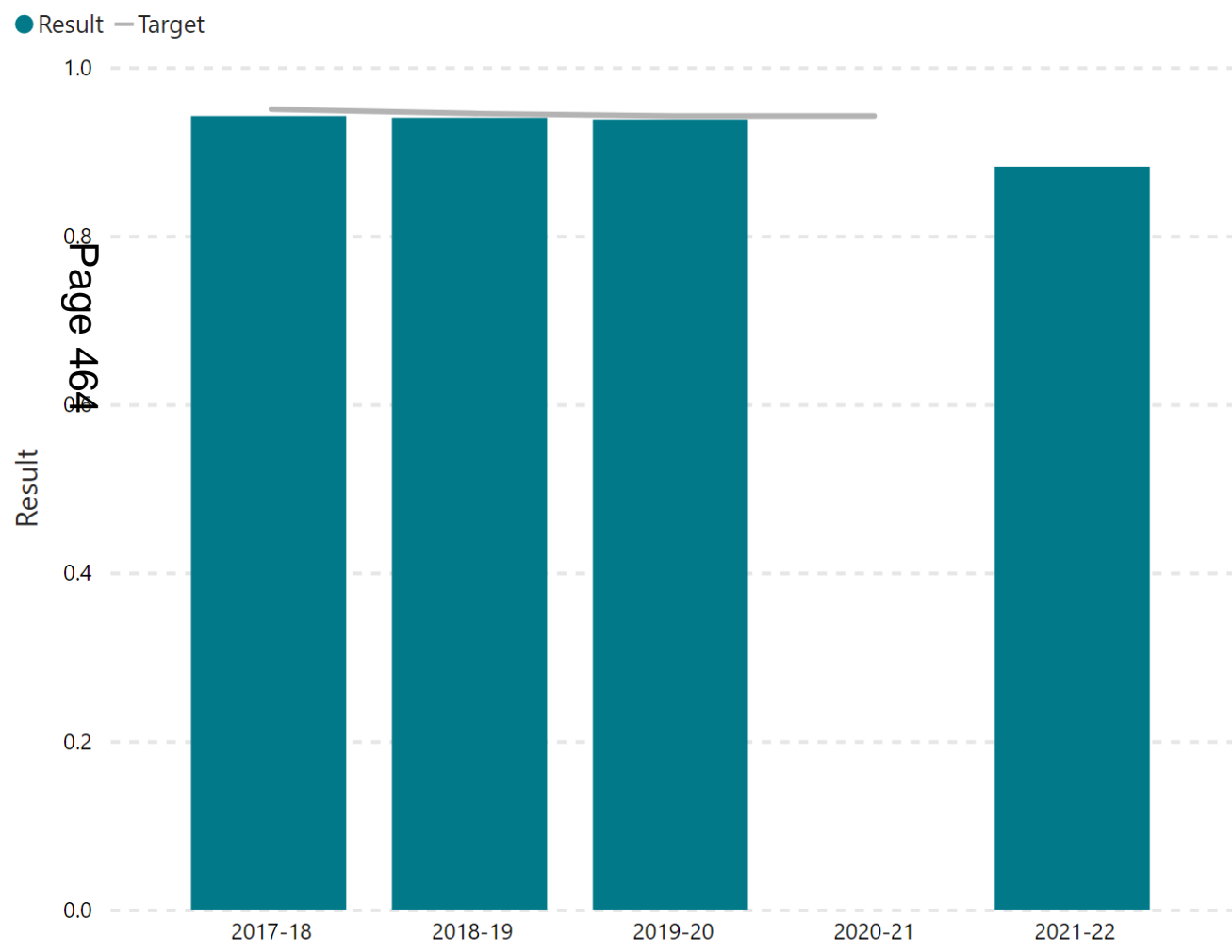
### Year End Result



# Cardiff is a great place to grow up

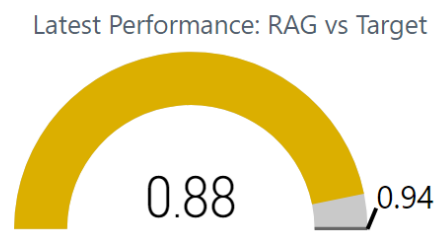
## The percentage attendance: Secondary

### Performance by Quarter

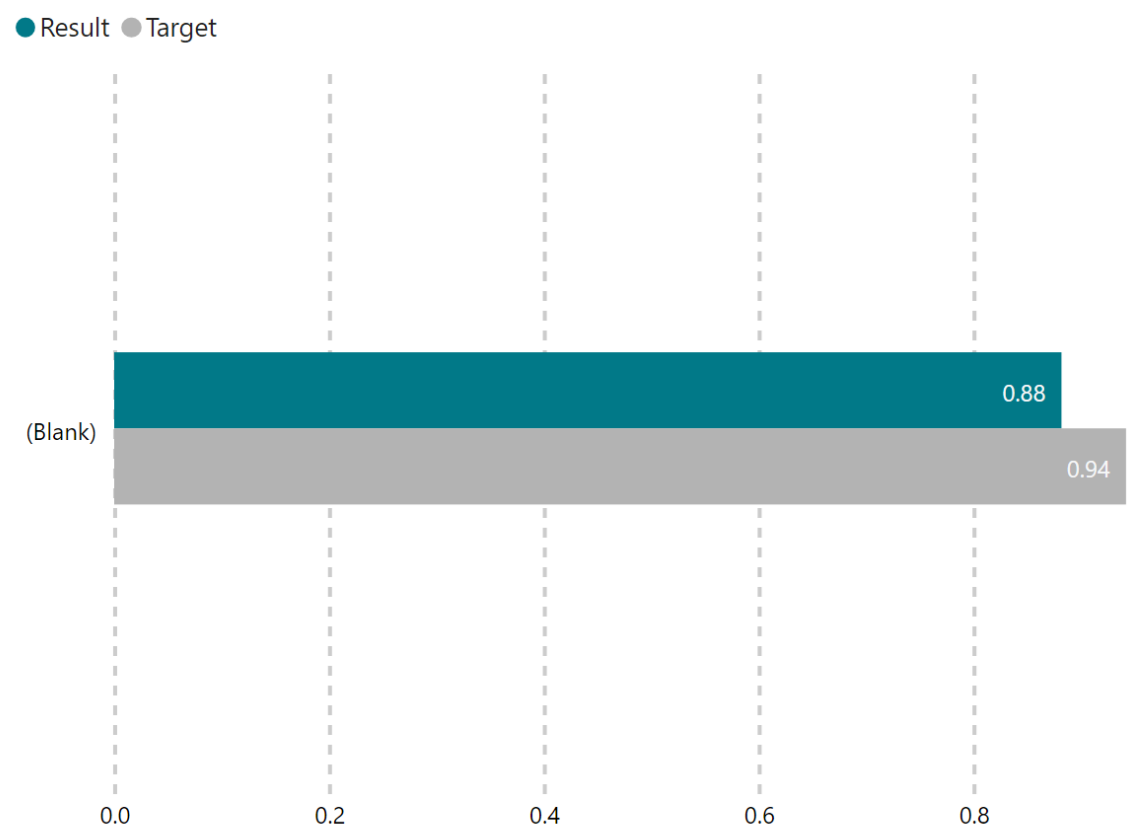


Latest Result  
**88.19%**

Current Year Target  
**94.20%**



### Year End Result

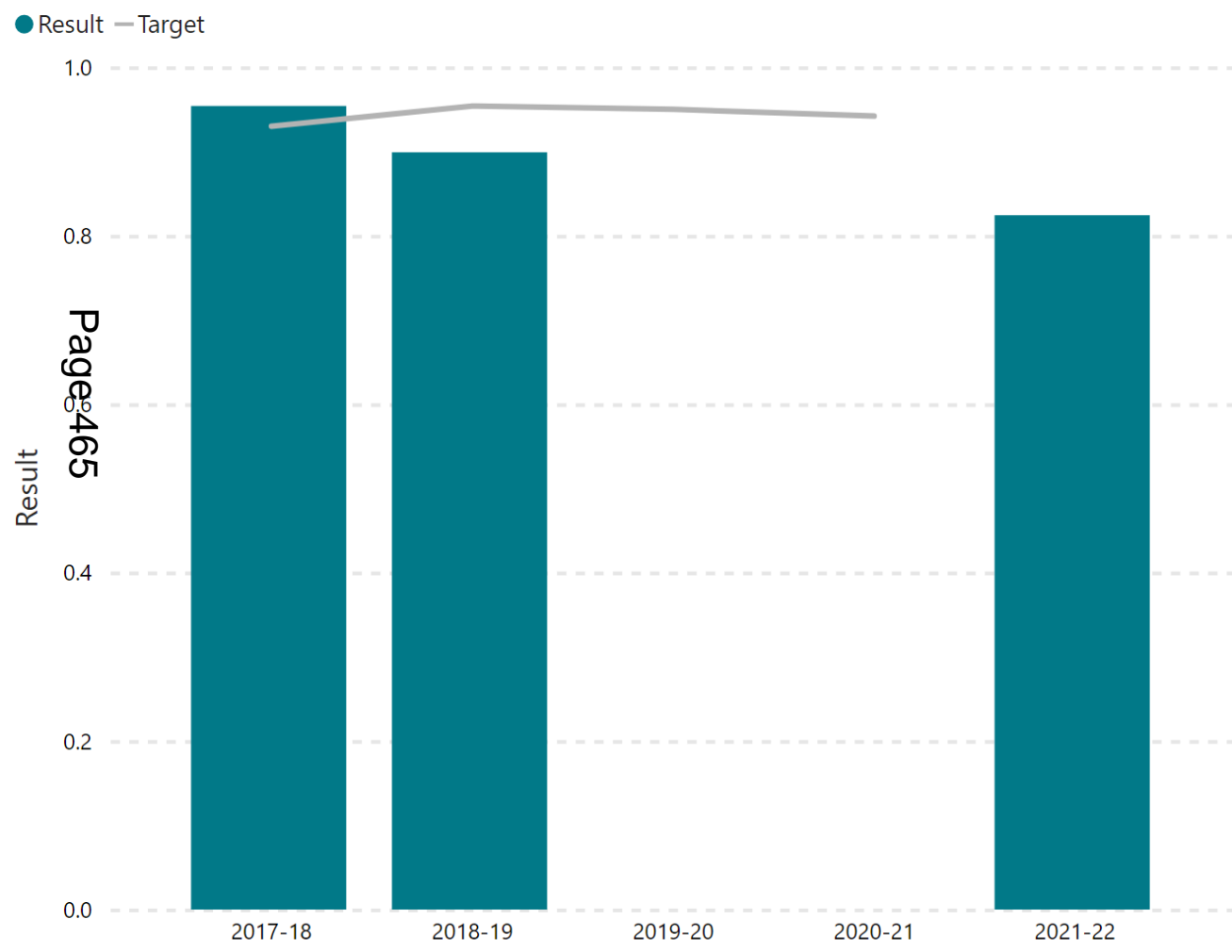




# Cardiff is a great place to grow up

The percentage attendance of looked after pupils whilst in care in secondary schools.

### Performance by Quarter

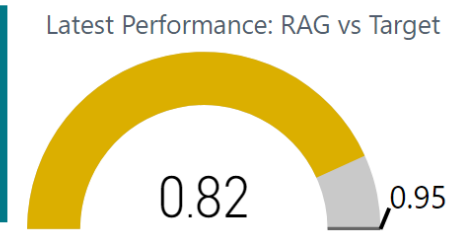


Latest Result

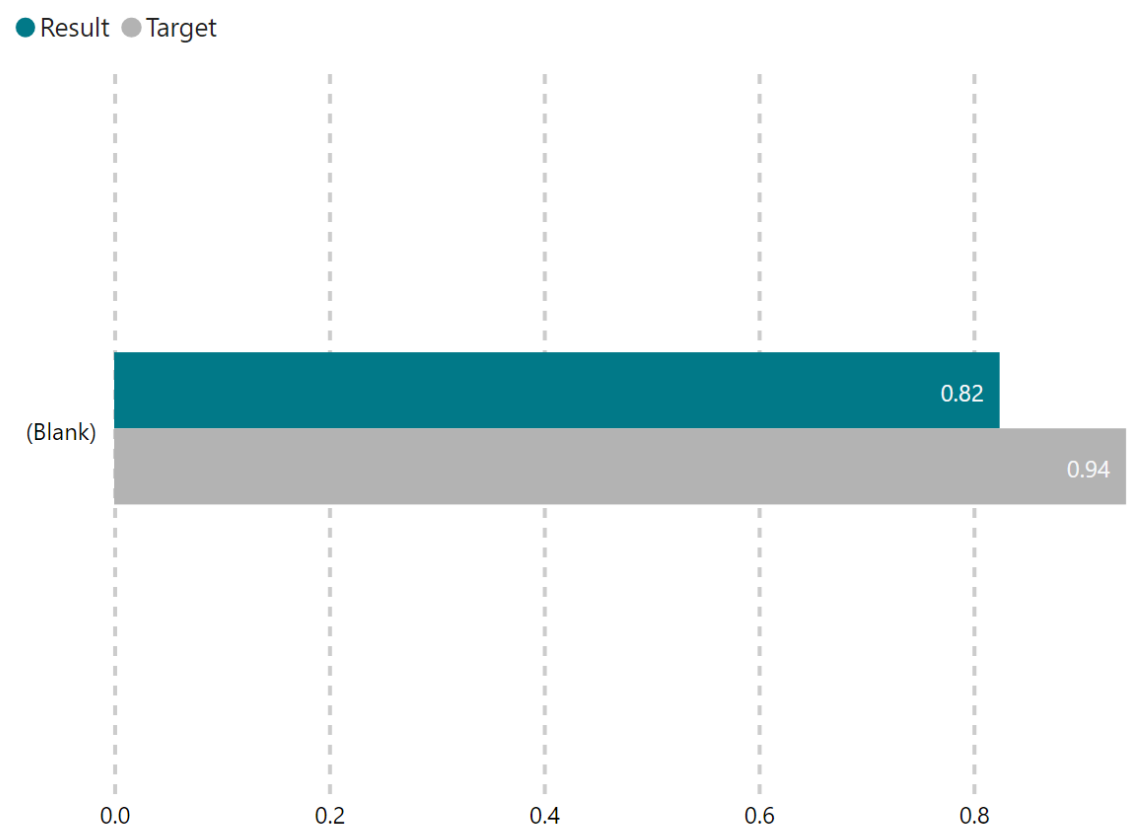
82.43%

Current Year Target

94.20%



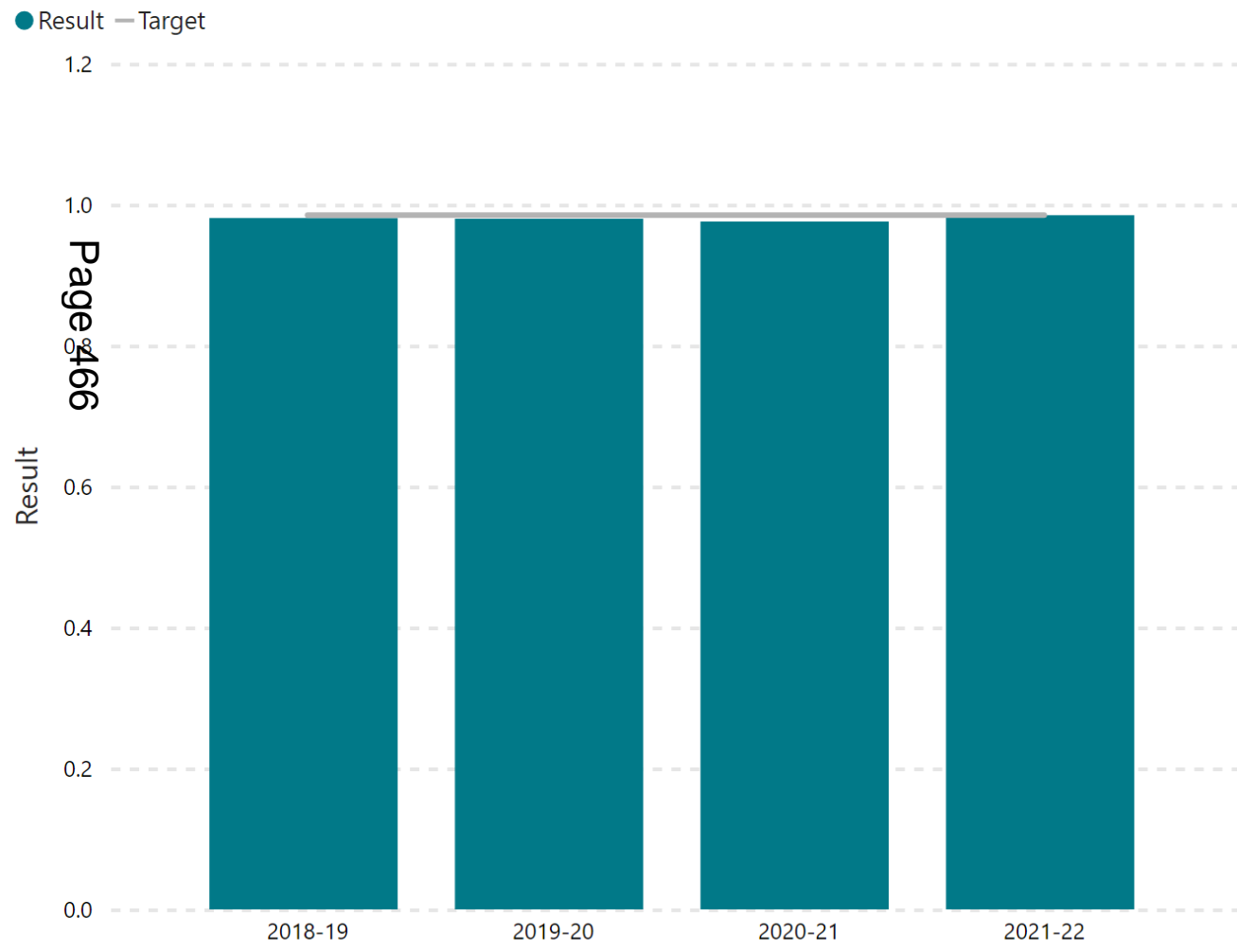
### Year End Result



# Cardiff is a great place to grow up

The percentage of all pupils in Year 11 leavers making a successful transition from statutory schooling to education, employment or tr...

Performance by Quarter



Latest Result

## 98.50%

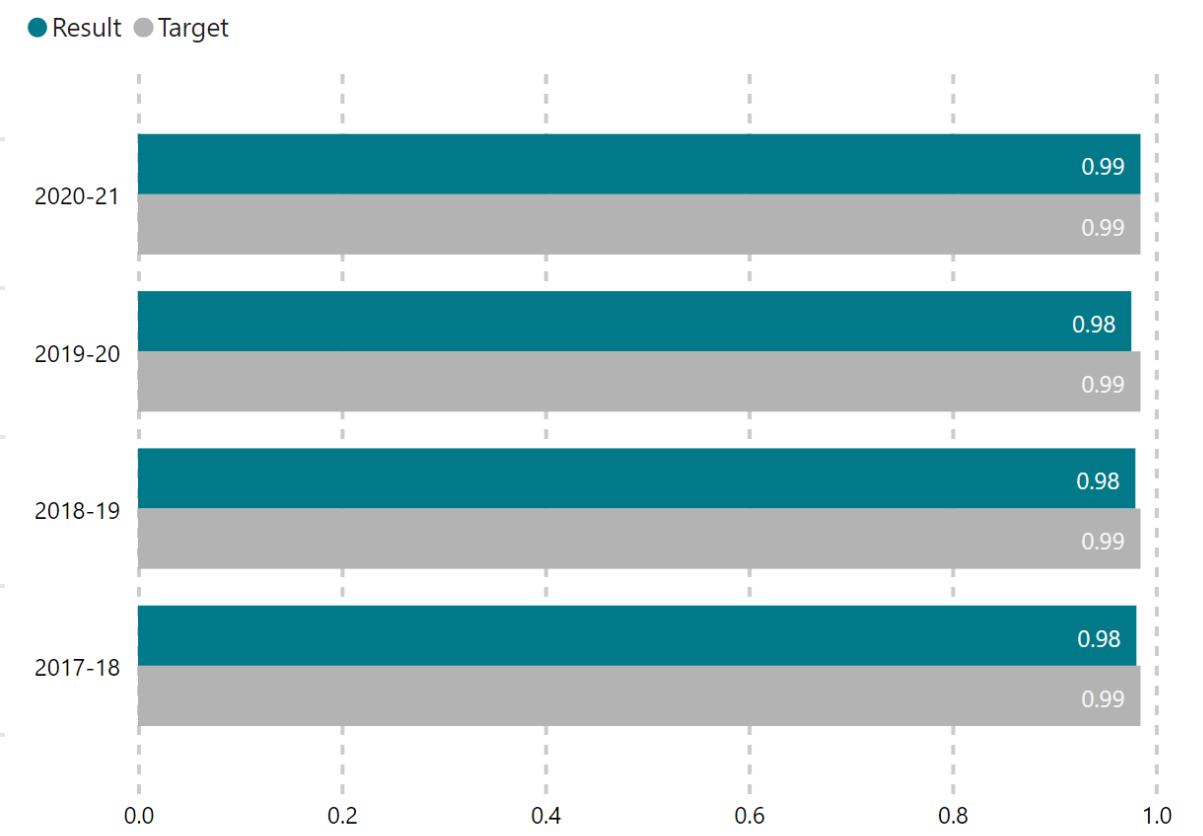
Current Year Target

## 98.50%

Latest Performance: RAG vs Target

0.99

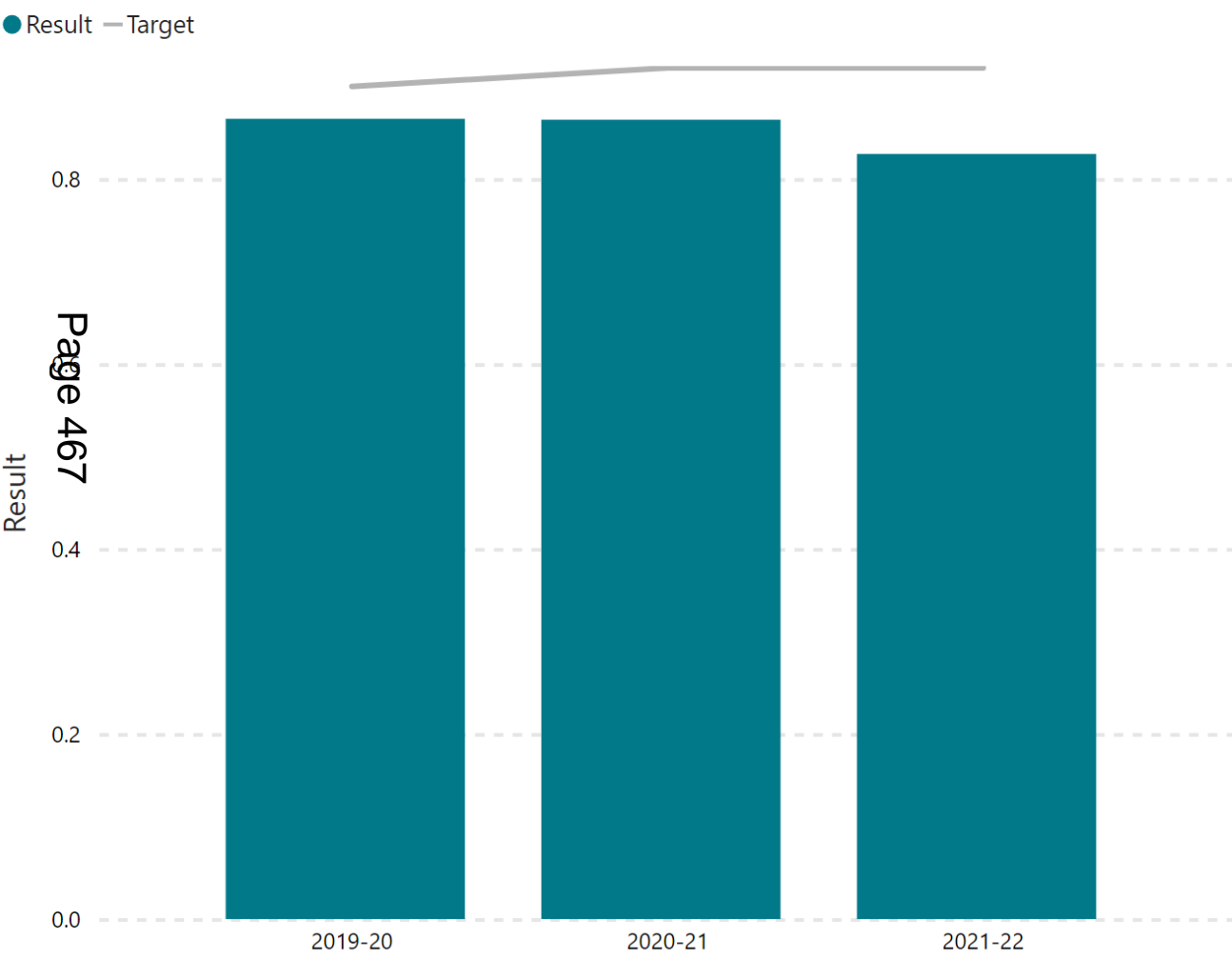
Year End Result



# Cardiff is a great place to grow up

The percentage of EOTAS Learners leaving Year 11 making a successful transition from statutory schooling to education, employment ...

### Performance by Quarter

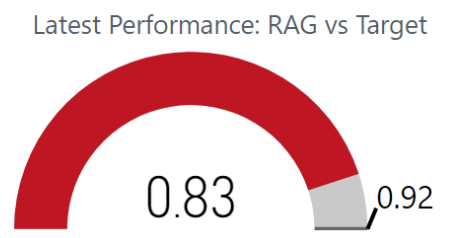


Latest Result

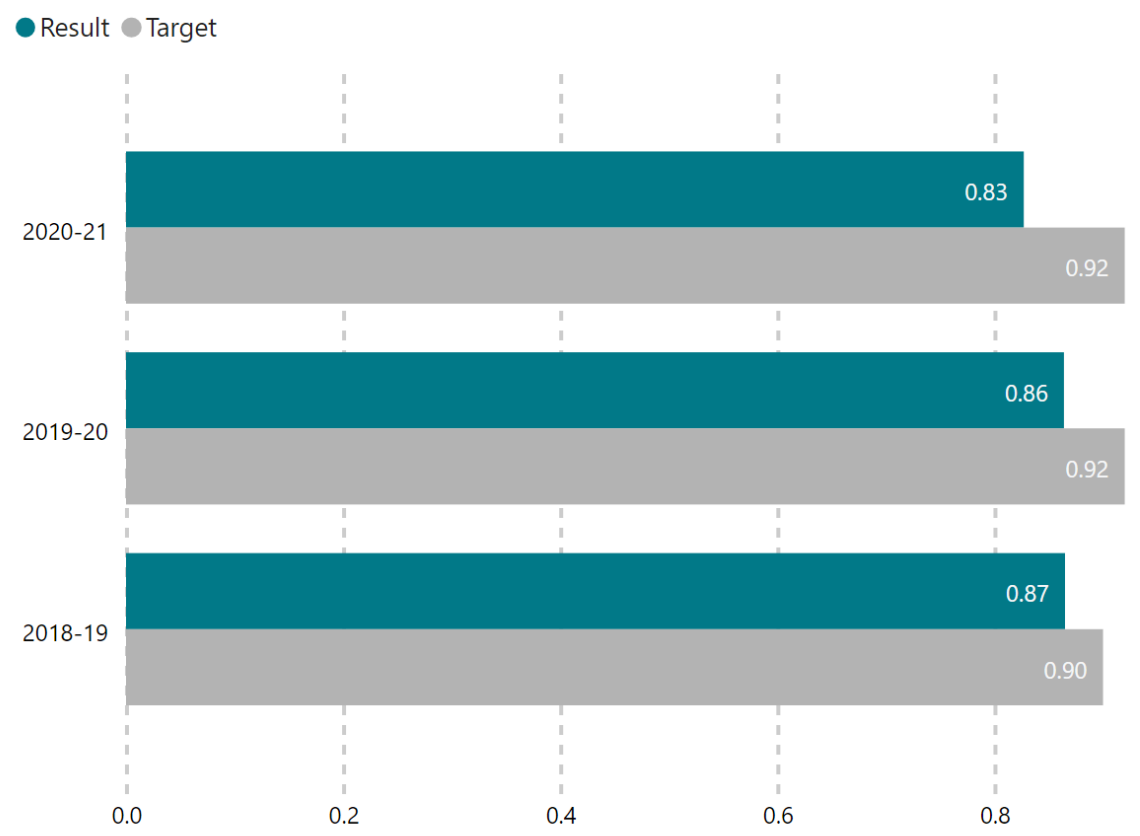
**82.70%**

Current Year Target

**92.00%**



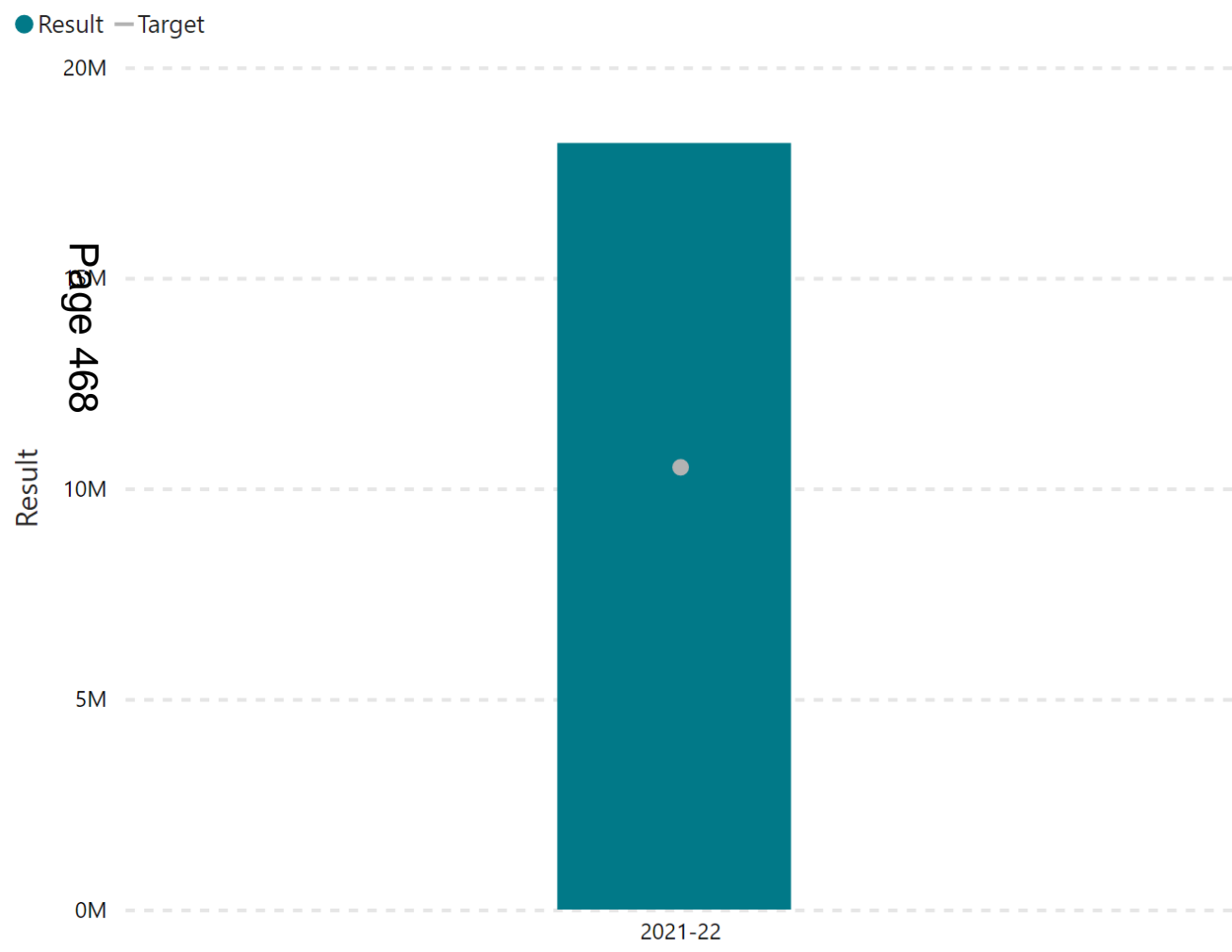
### Year End Result



# Cardiff is a great place to grow up

## Asset renewal spend in the financial year

### Performance by Quarter

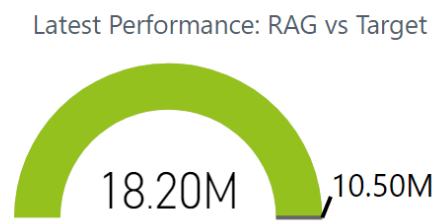


Latest Result

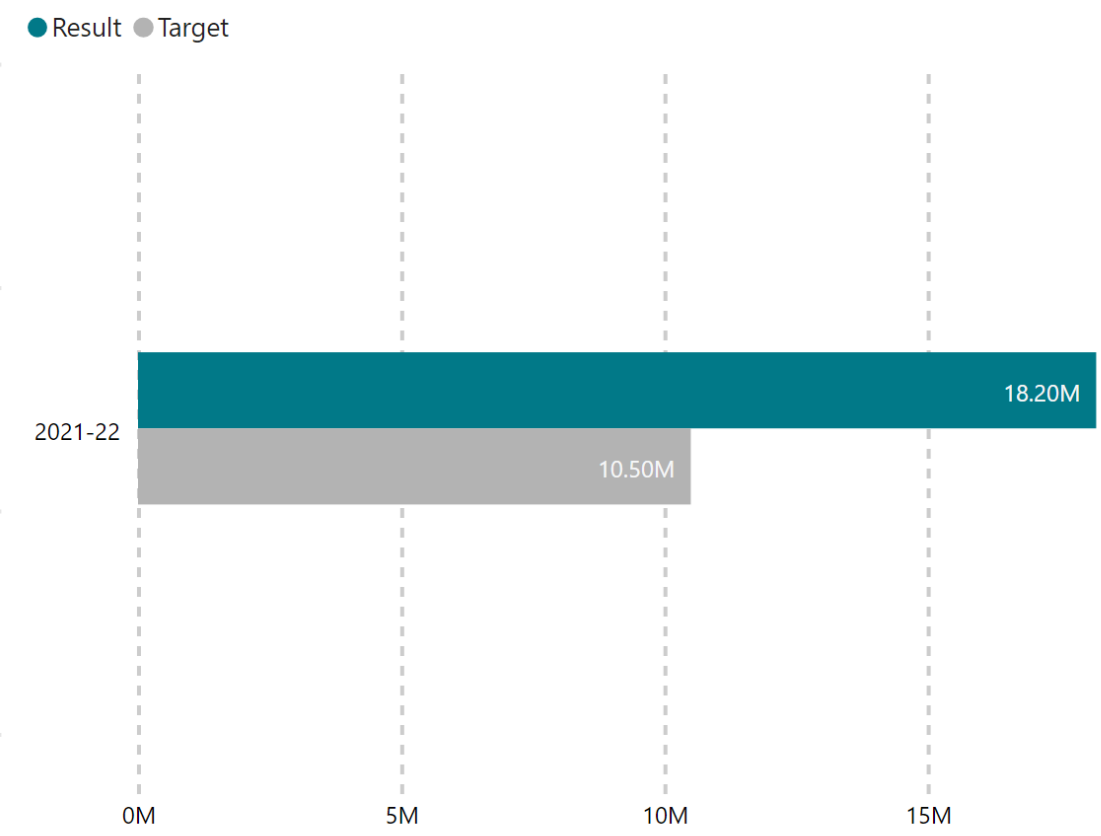
**18200369**

Current Year Target

**10500000**



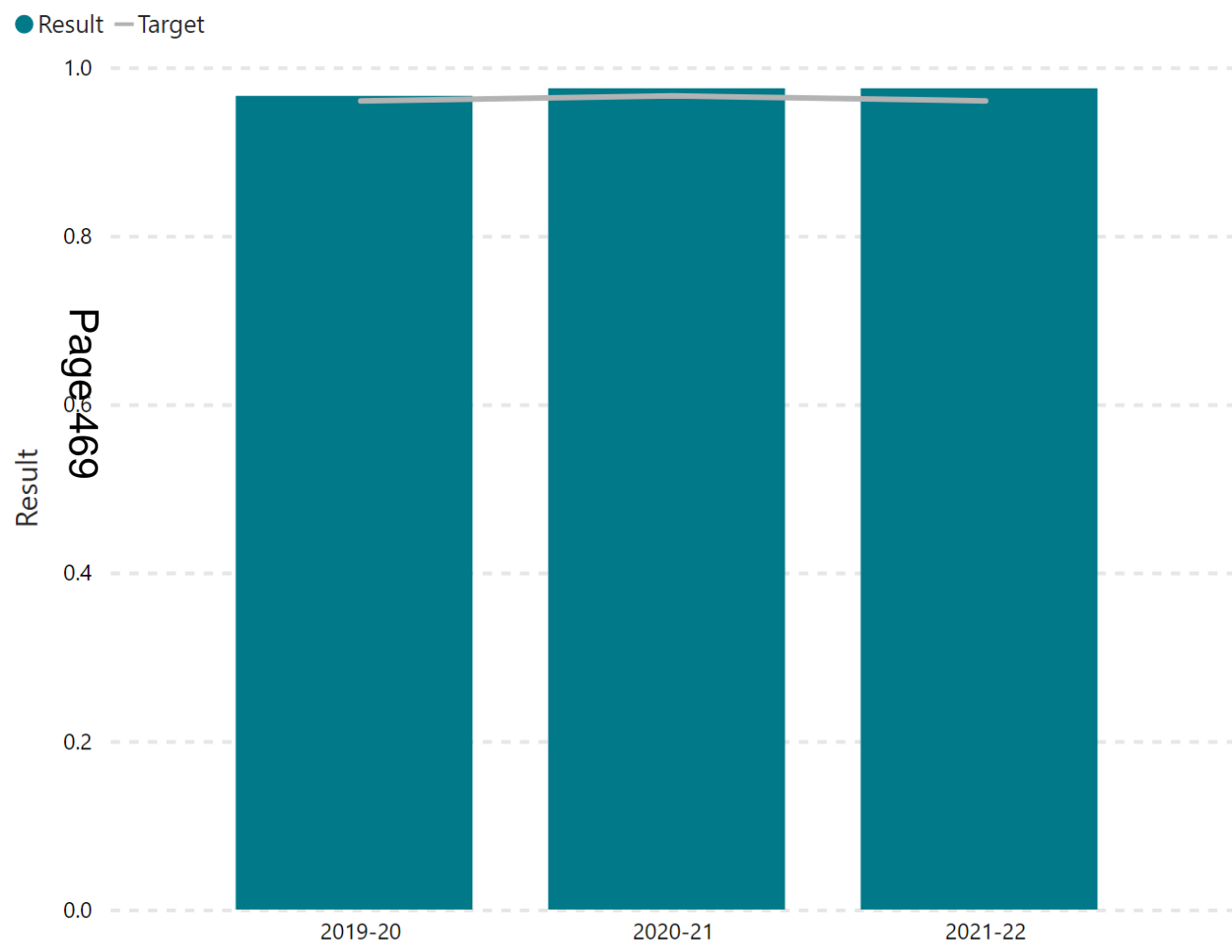
### Year End Result



# Cardiff is a great place to grow up

## The percentage of children securing one of their first three choices of school placement: Primary

### Performance by Quarter

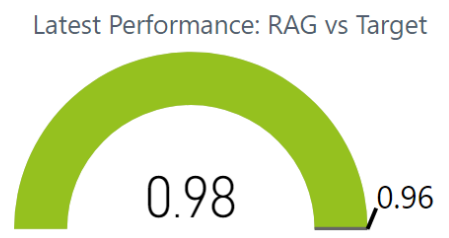


Latest Result

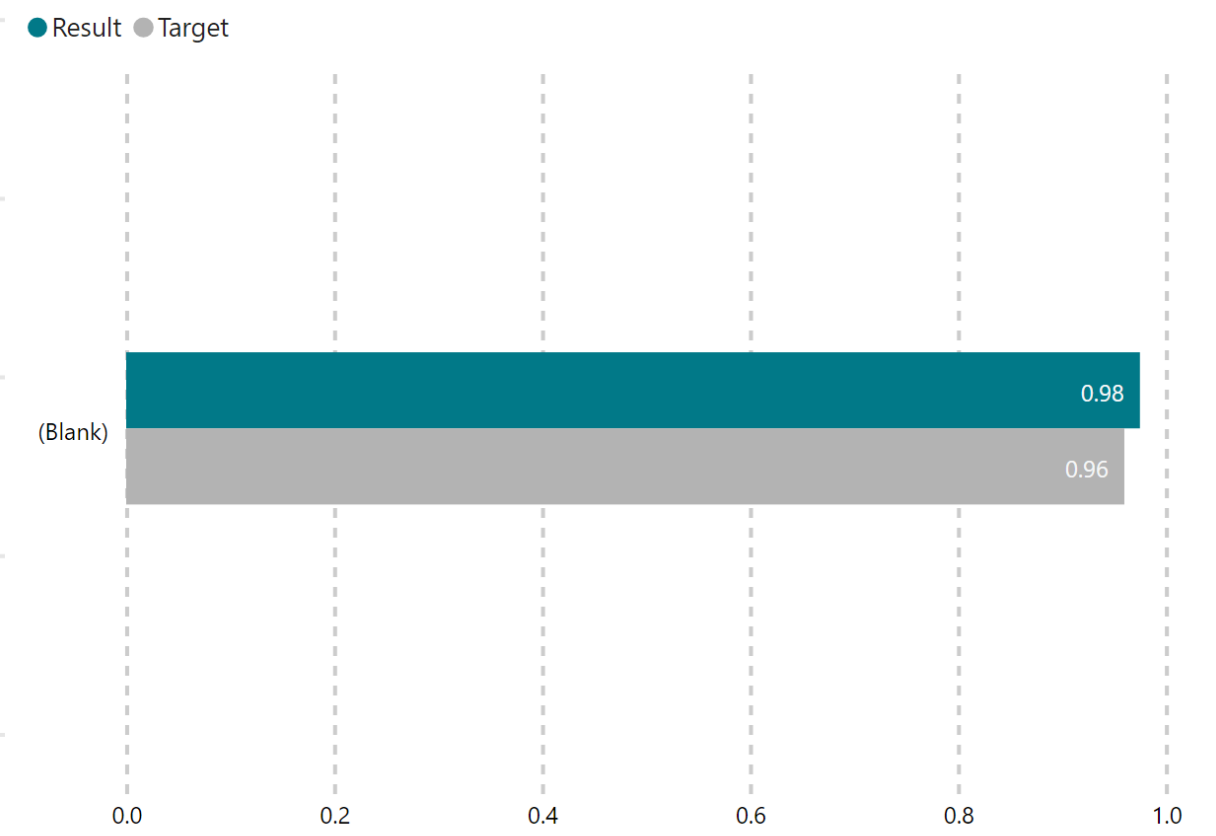
**97.50%**

Current Year Target

**96.00%**



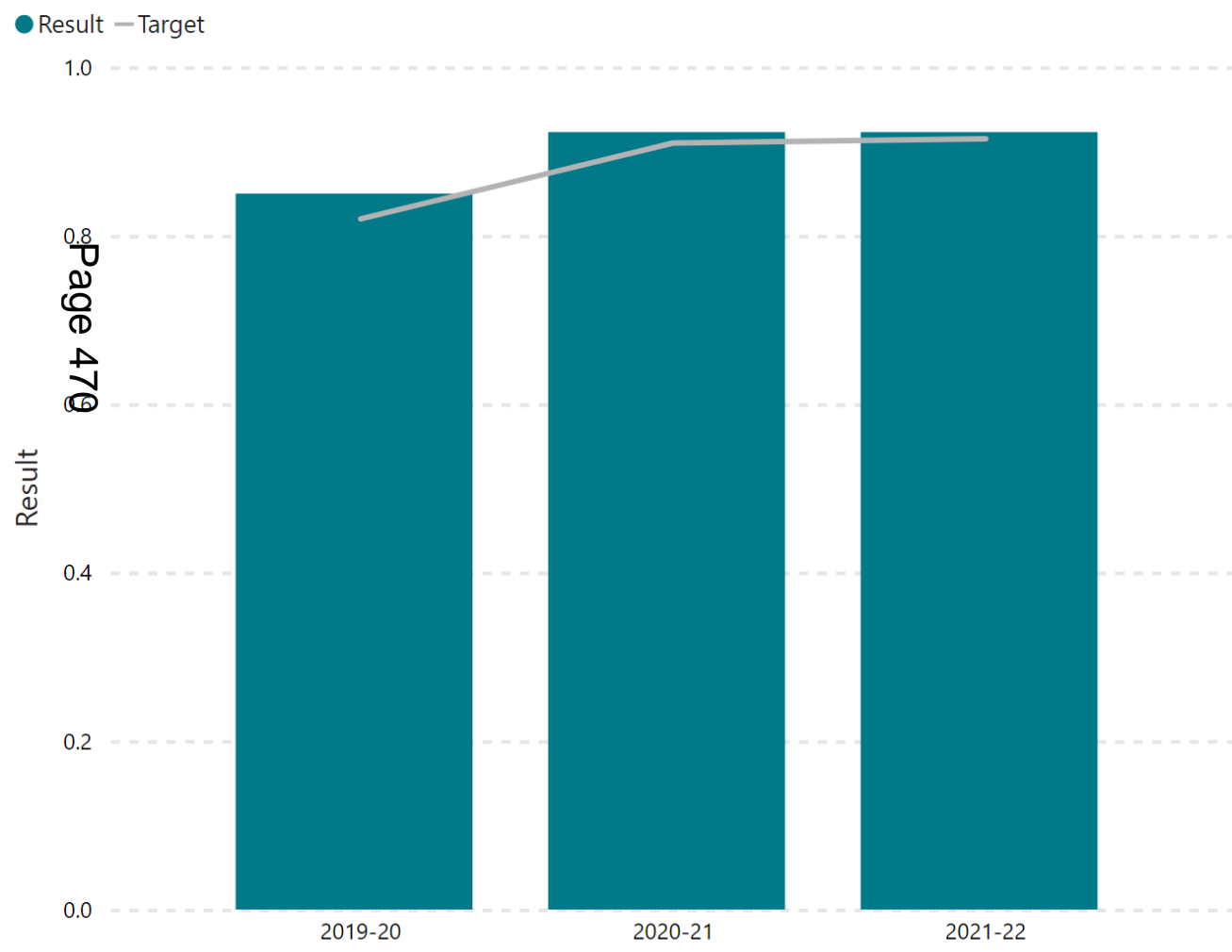
### Year End Result



# Cardiff is a great place to grow up

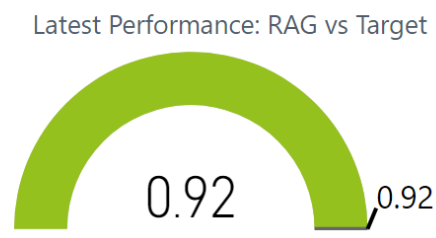
## The percentage of children securing one of their top choices of school placement: Secondary

### Performance by Quarter

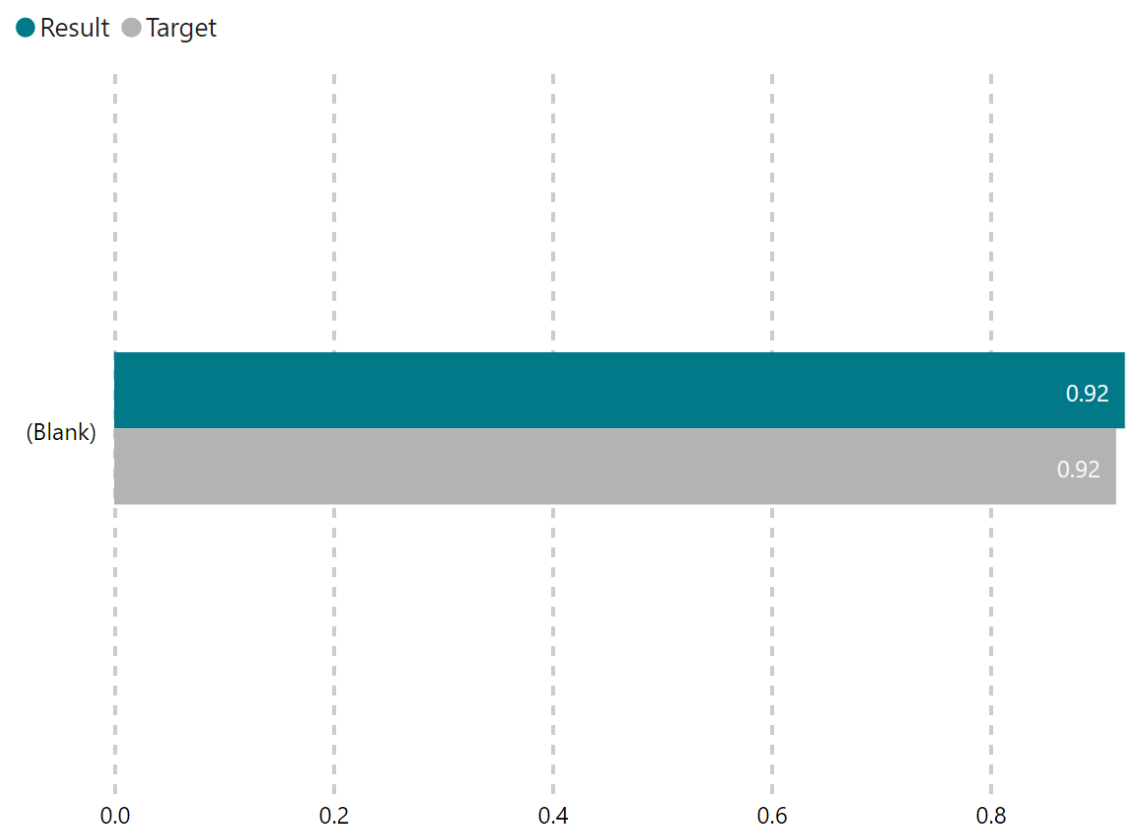


Latest Result  
**92.30%**

Current Year Target  
**91.50%**



### Year End Result

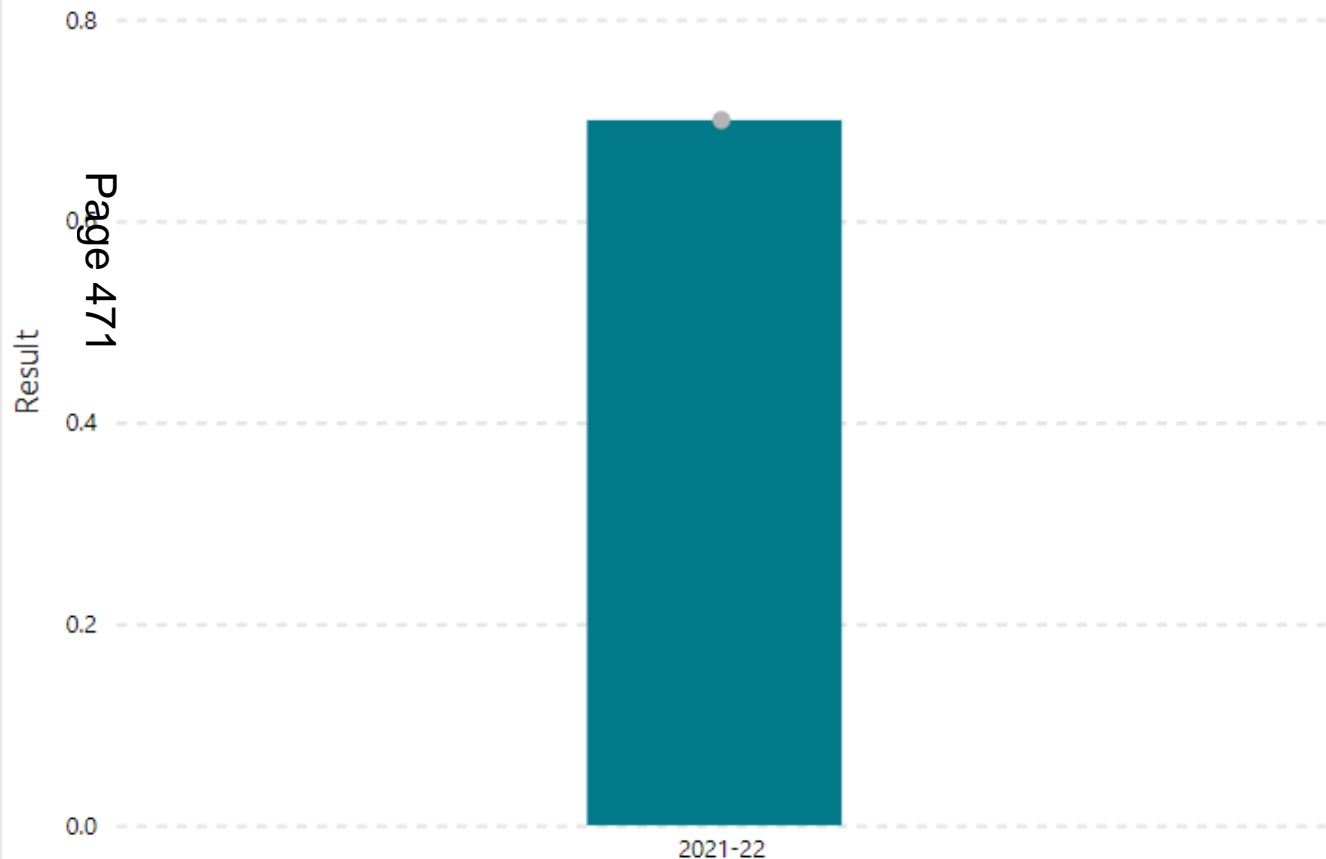


# Cardiff is a great place to grow up

## The percentage of learners with their own digital device

### Performance by Quarter

● Result — Target



Latest Result

70.00%

Current Year Target

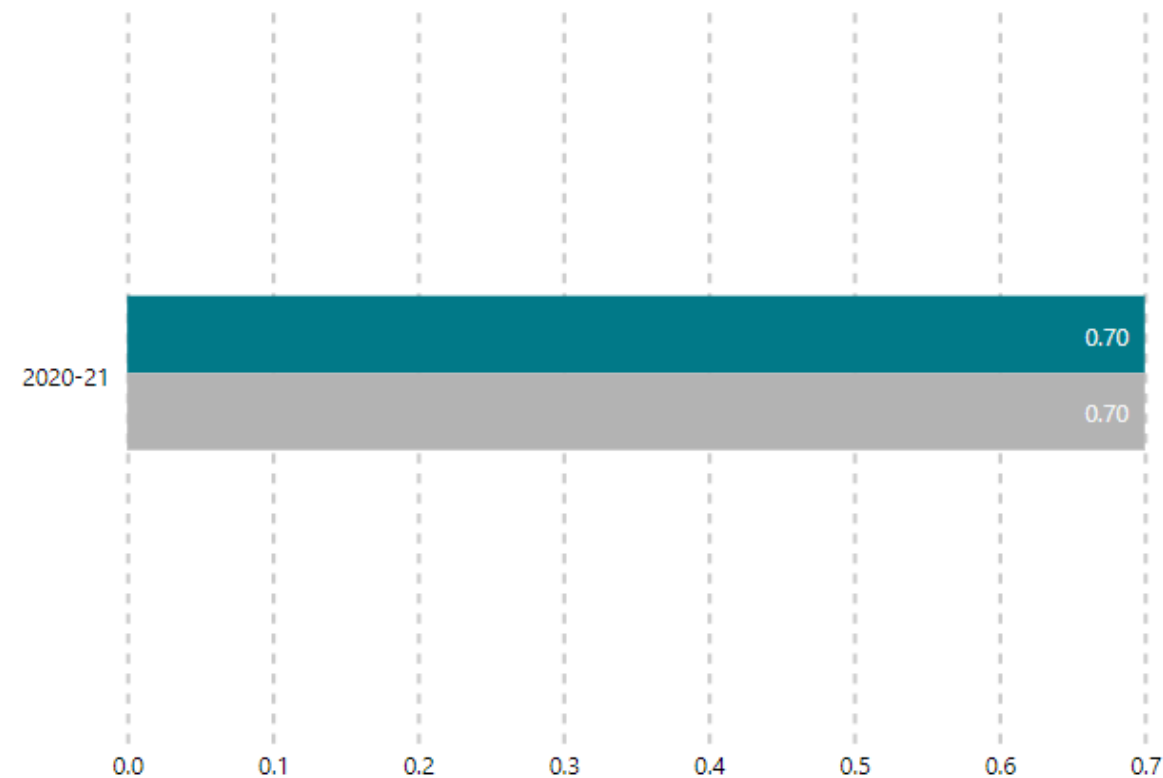
70.00%

Latest Performance: RAG vs Target



Year End Result

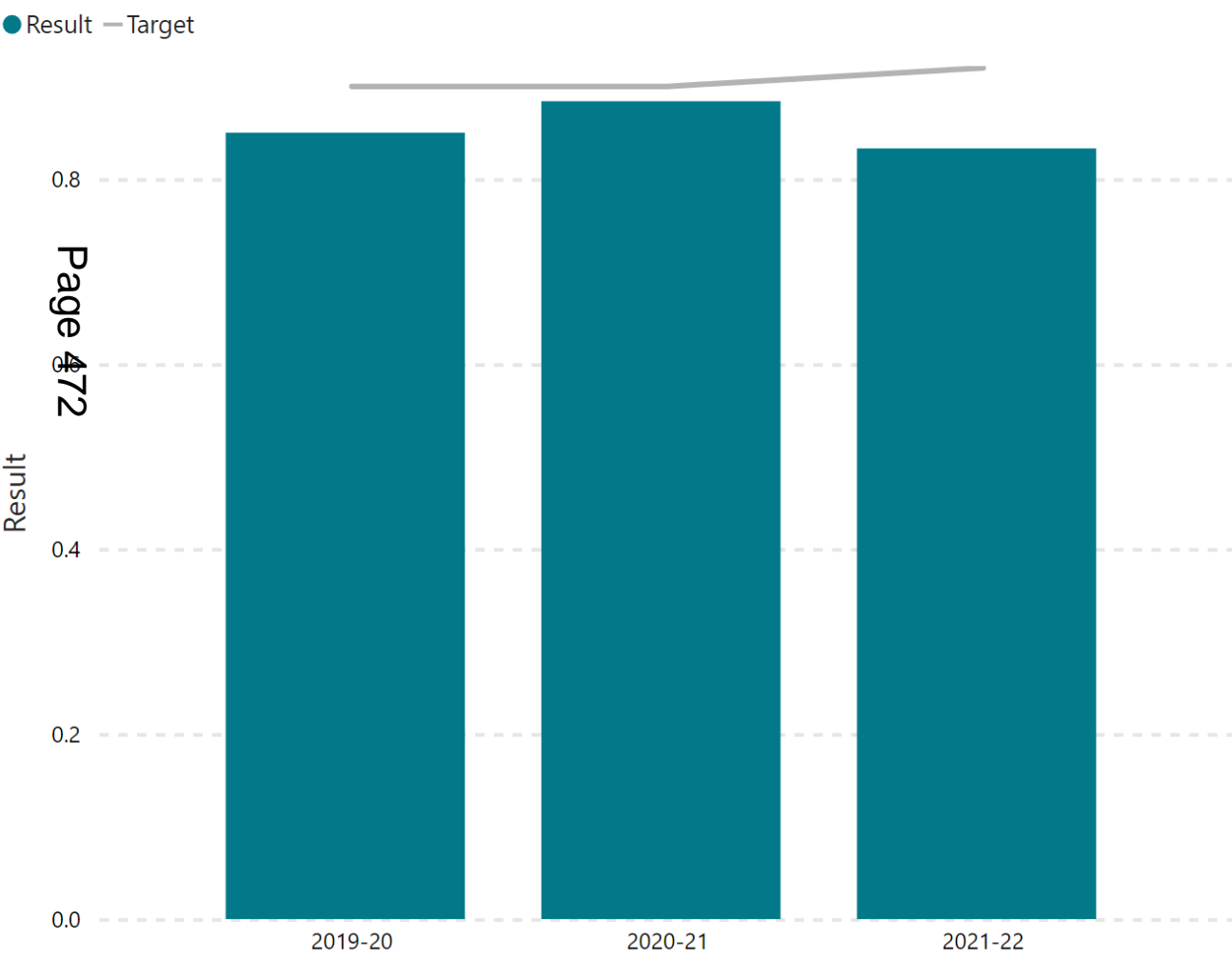
● Result ● Target



# Cardiff is a great place to grow up

The percentage of Children Looked After leaving Year 11 making a successful transition from statutory schooling to education, emplo...

### Performance by Quarter

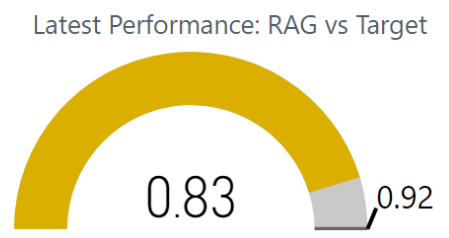


Latest Result

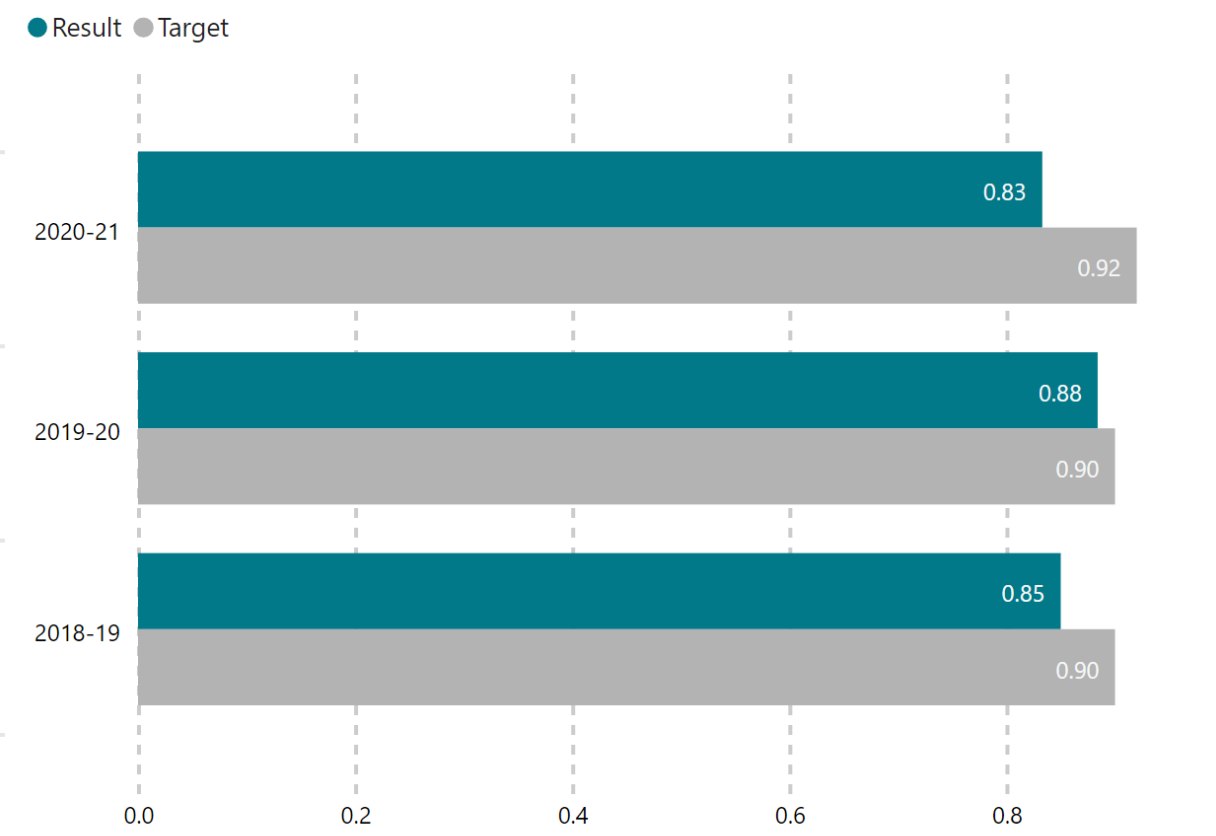
83.30%

Current Year Target

92.00%



### Year End Result

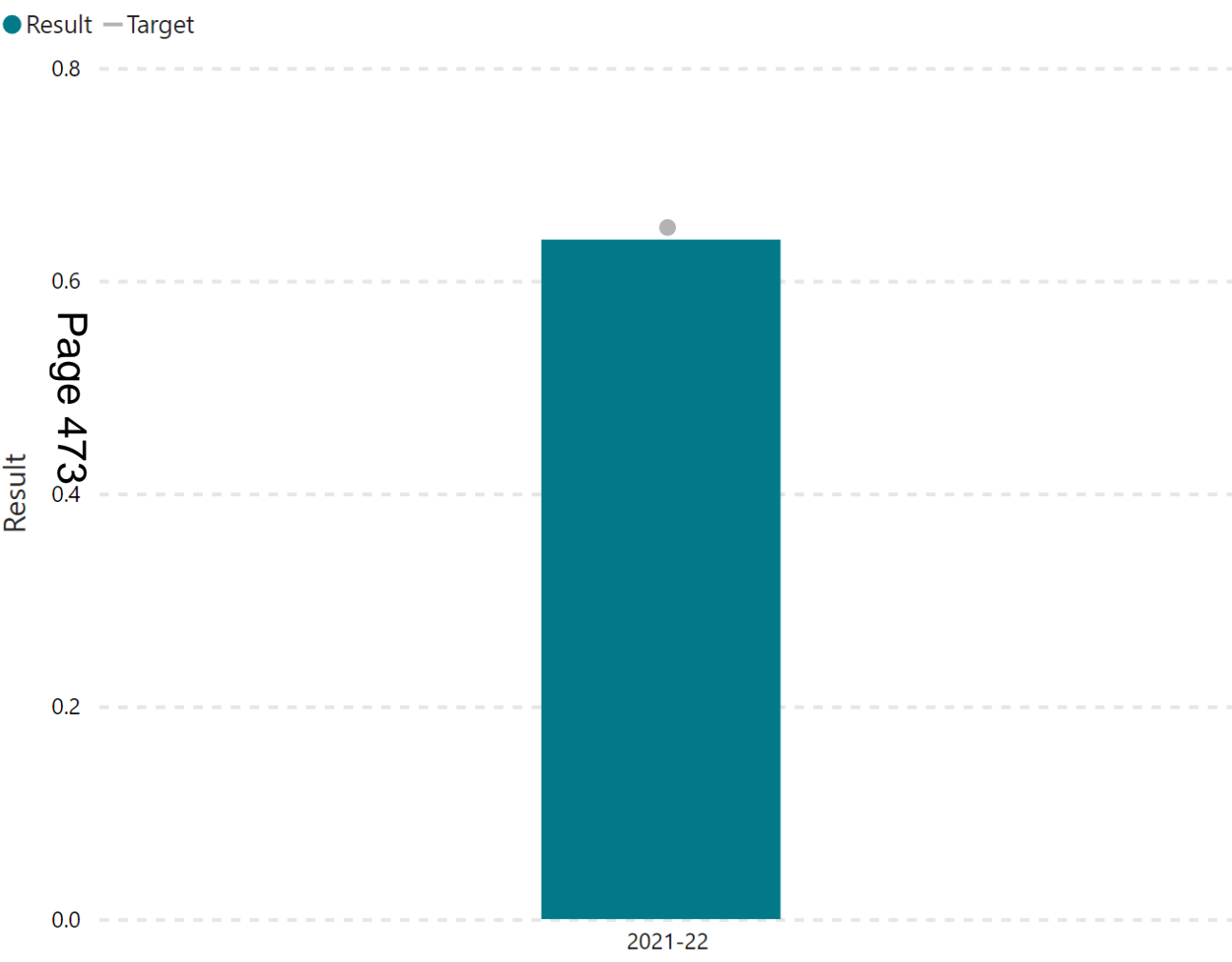




# Cardiff is a great place to grow up

The percentage of care leavers in categories 2,3 and 4 who have completed at least 3 consecutive months of employment, education ...

### Performance by Quarter

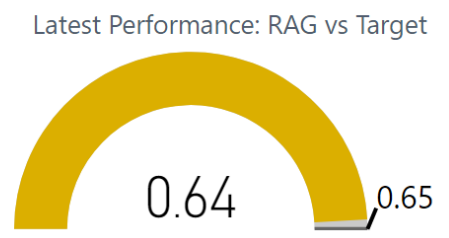


Latest Result

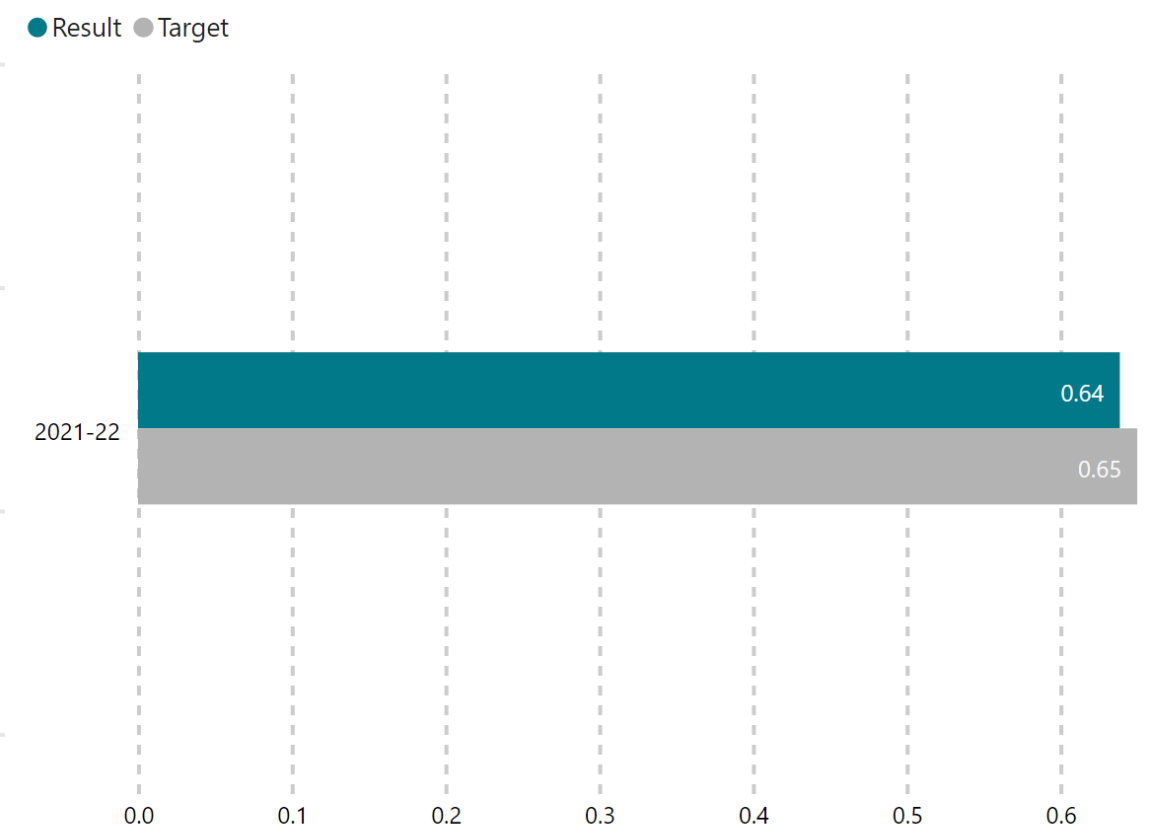
**63.87%**

Current Year Target

**68.00%**



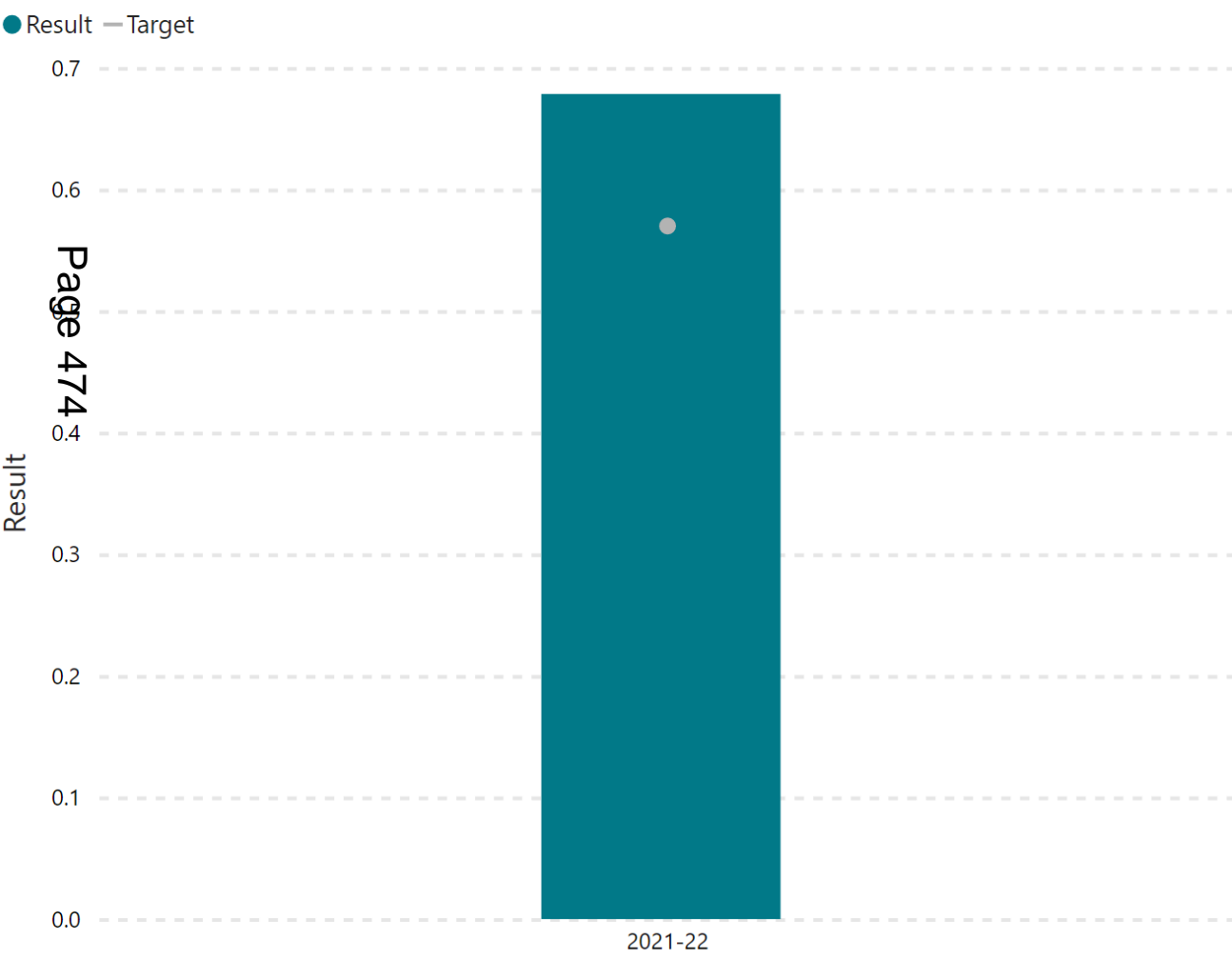
### Year End Result



# Cardiff is a great place to grow up

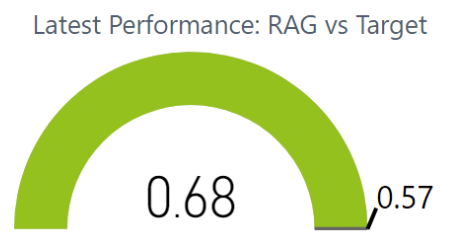
The percentage of care leavers in categories 2,3 and 4 who have completed at least 3 consecutive months of employment, education ...

### Performance by Quarter

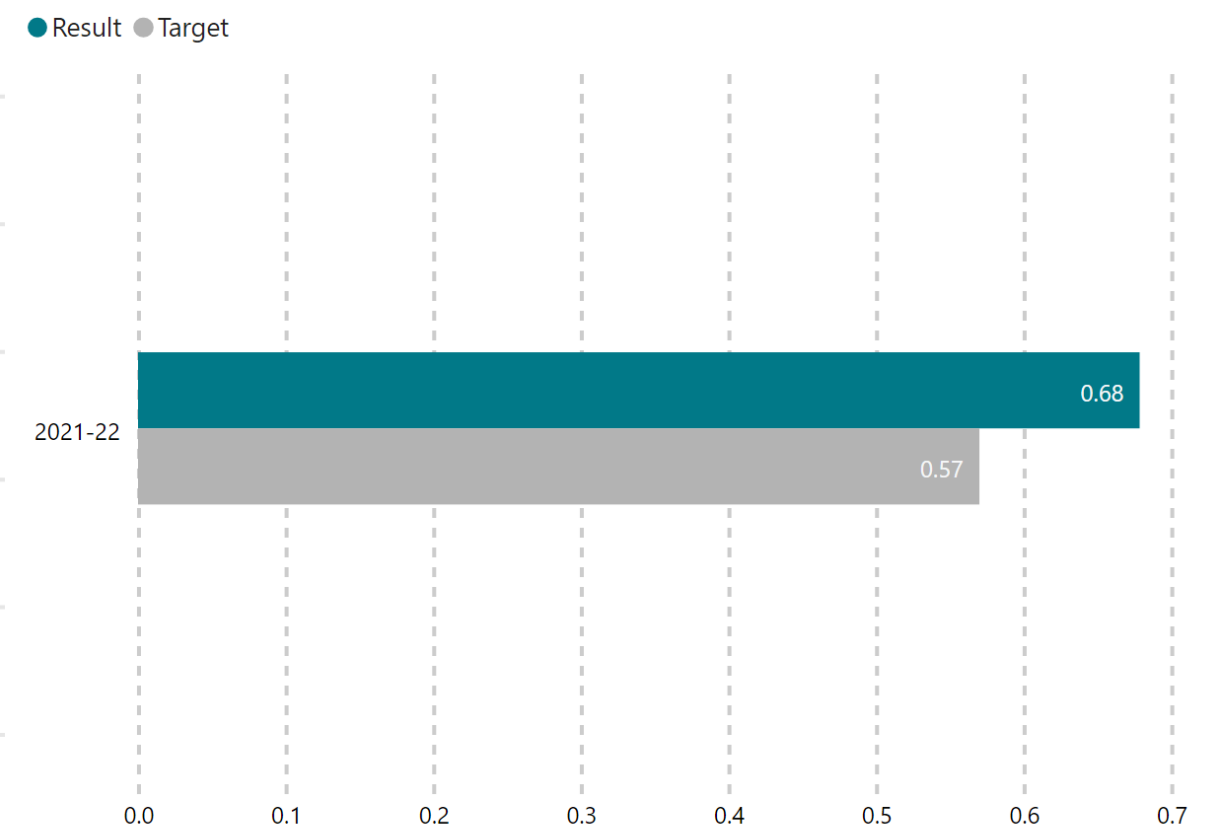


Latest Result  
**67.86%**

Current Year Target  
**57.00%**



### Year End Result

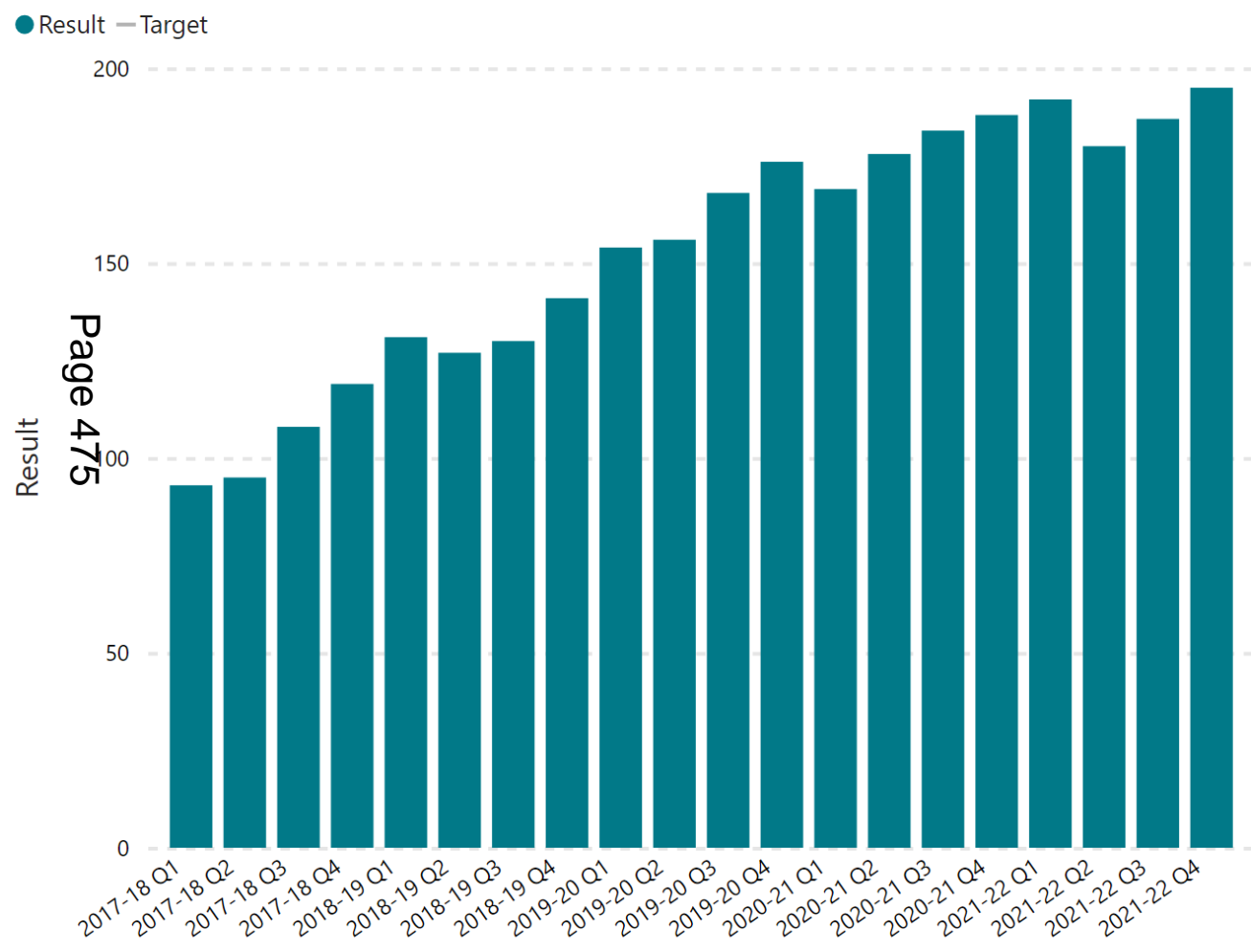


# Cardiff is a great place to grow up



Of the total number of Children Looked After: Number of Children Looked After placed with parents.

## Performance by Quarter

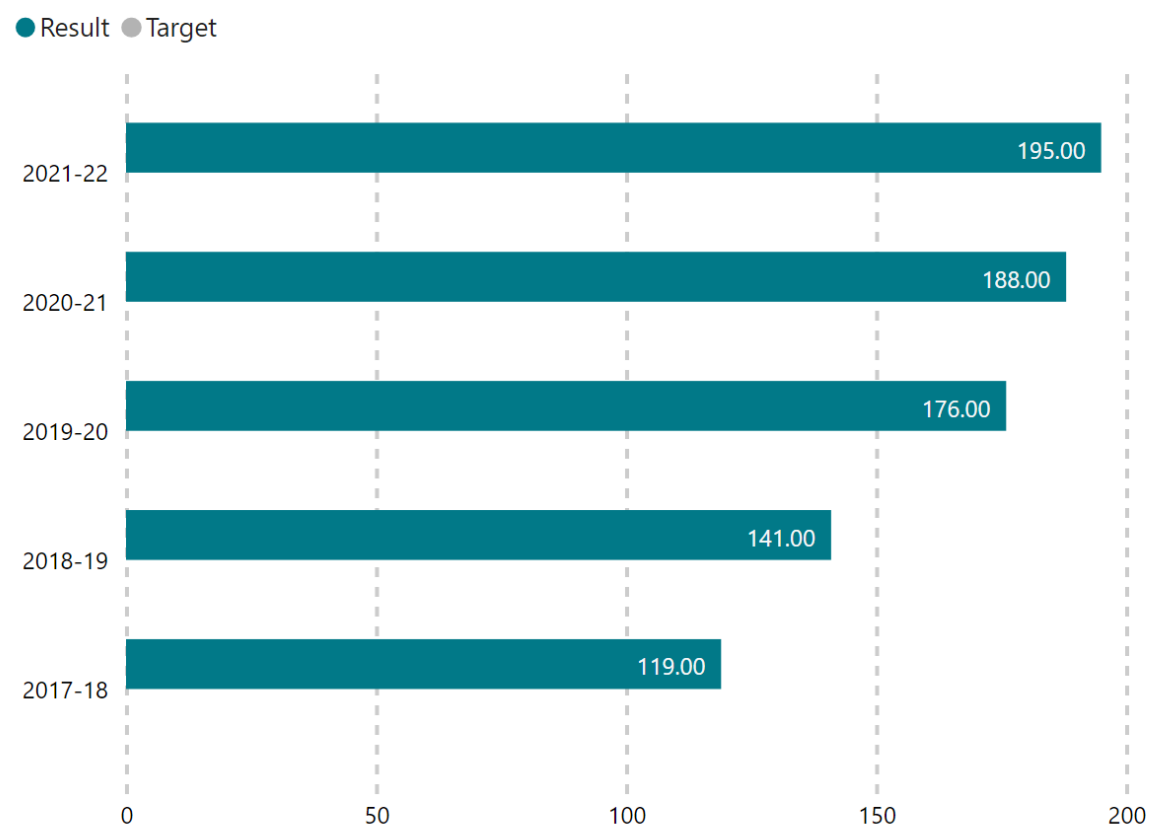


### Latest Result

195

No Target Set. Monitor KPI.

### Year End Result

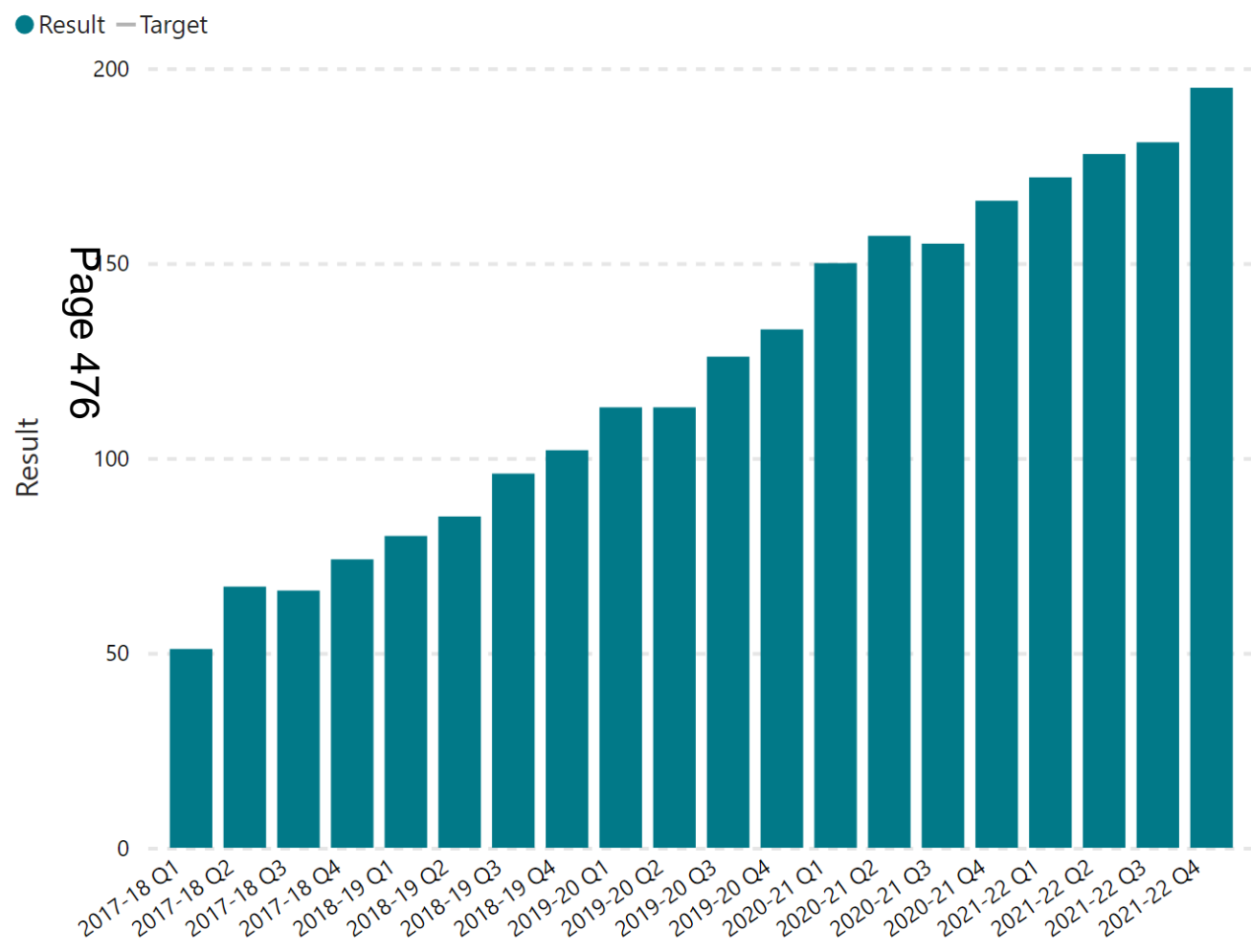


# Cardiff is a great place to grow up



Of the total number of Children Looked After: Number of Children Looked After in kinship placements.

### Performance by Quarter

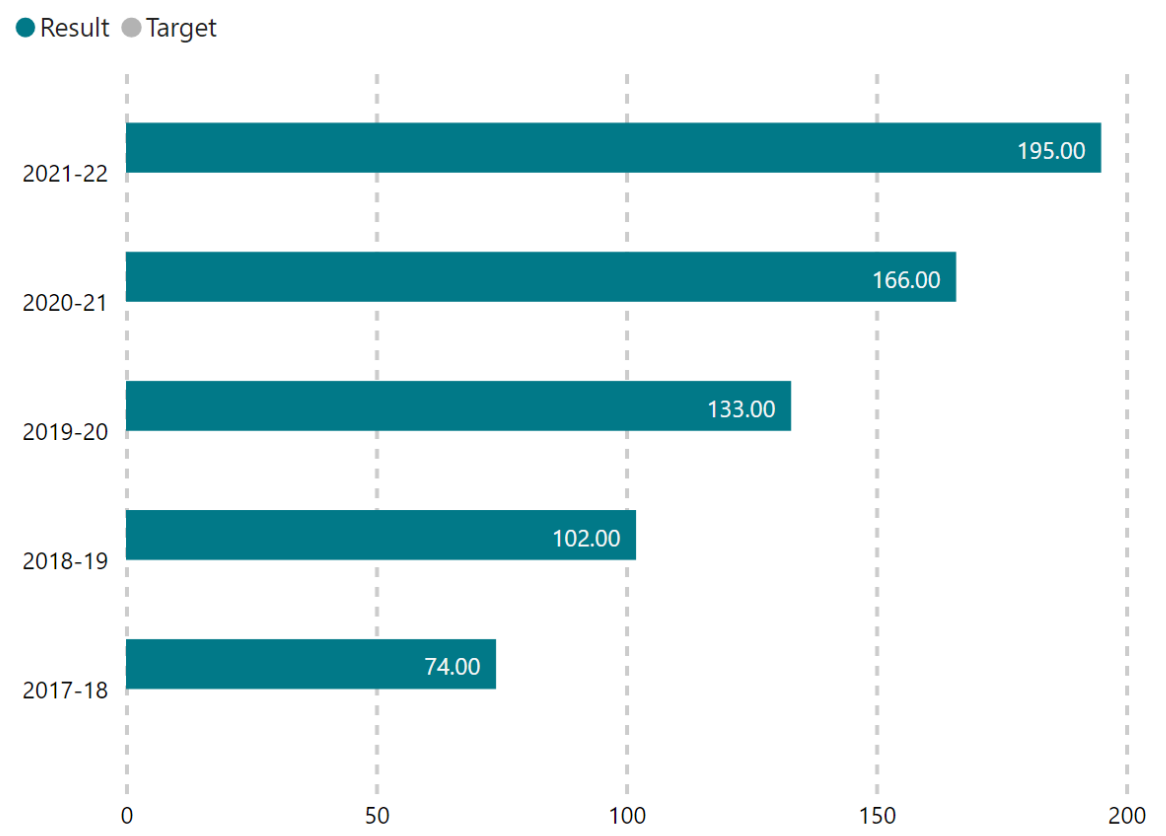


Latest Result

# 195

No Target Set. Monitor KPI.

### Year End Result

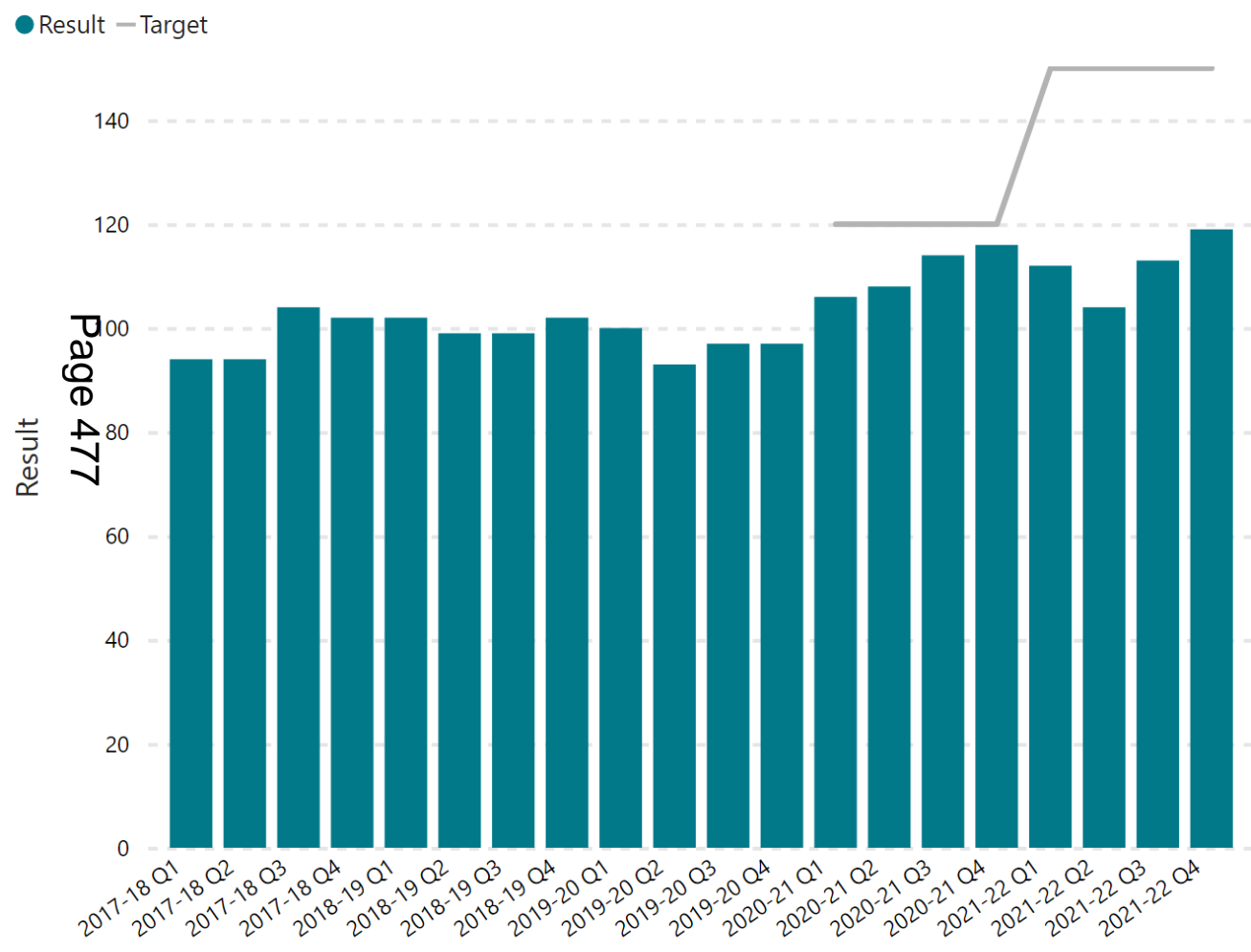


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# Cardiff is a great place to grow up

Of the total number of Children Looked After: Number of Children Looked After fostered by Local Authority foster carers.

Performance by Quarter

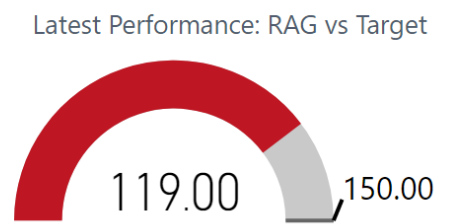


Latest Result

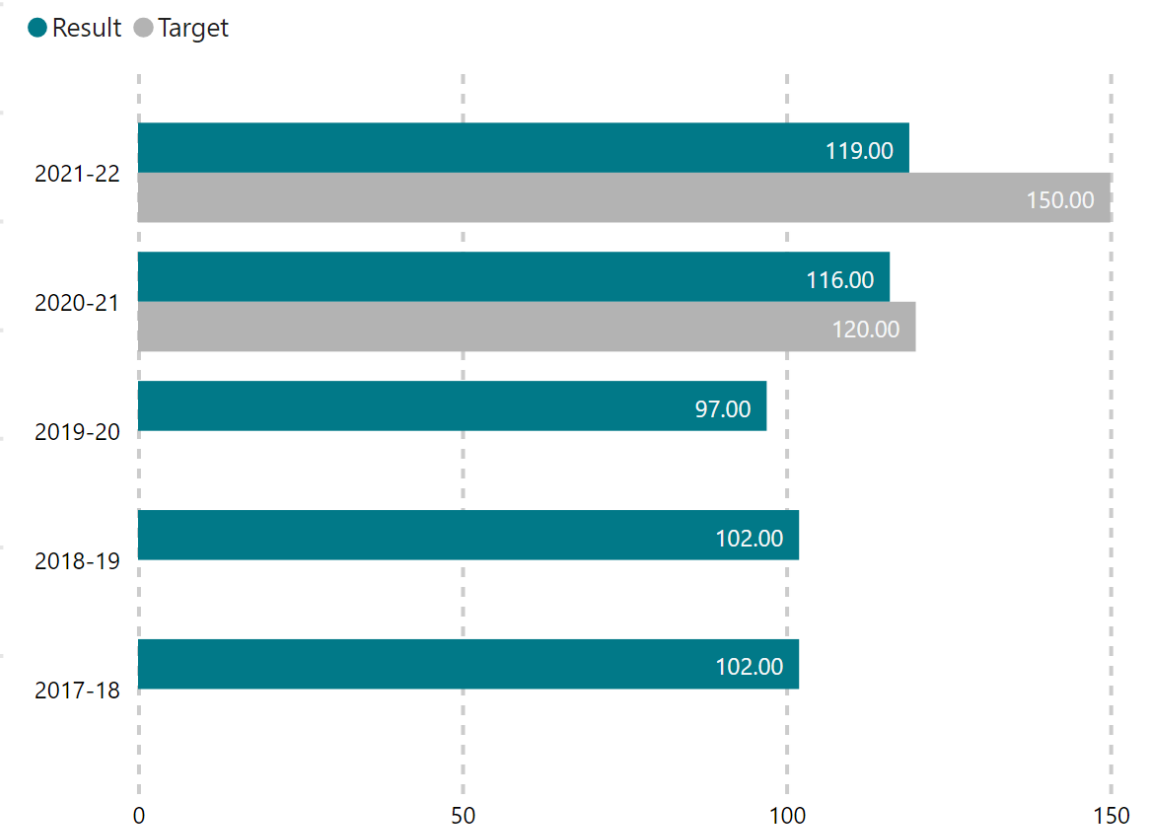
119

Current Year Target

150



Year End Result



# Cardiff is a great place to grow up

Of the total number of Children Looked After: Number of Children Looked After fostered by external foster carers.

## Performance by Quarter

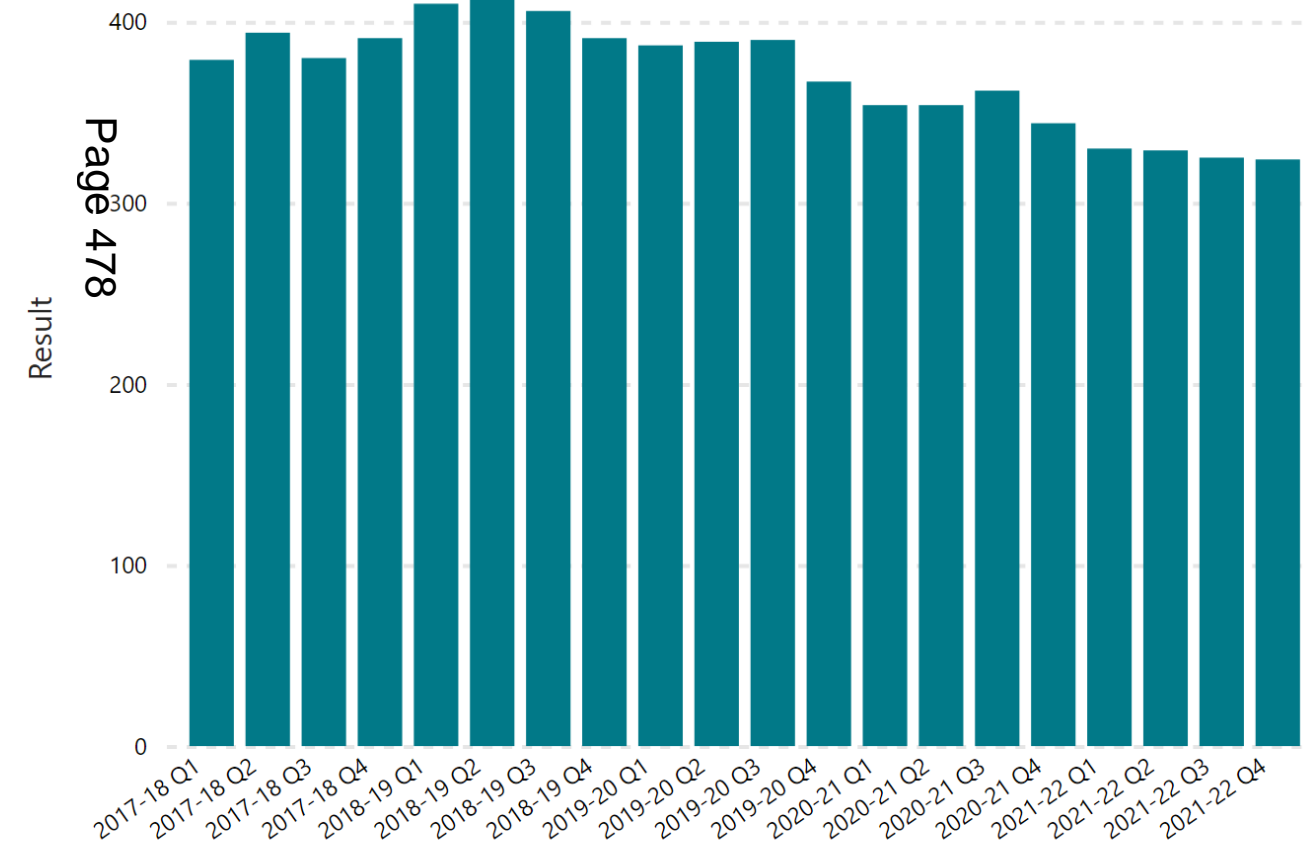
Latest Result

324

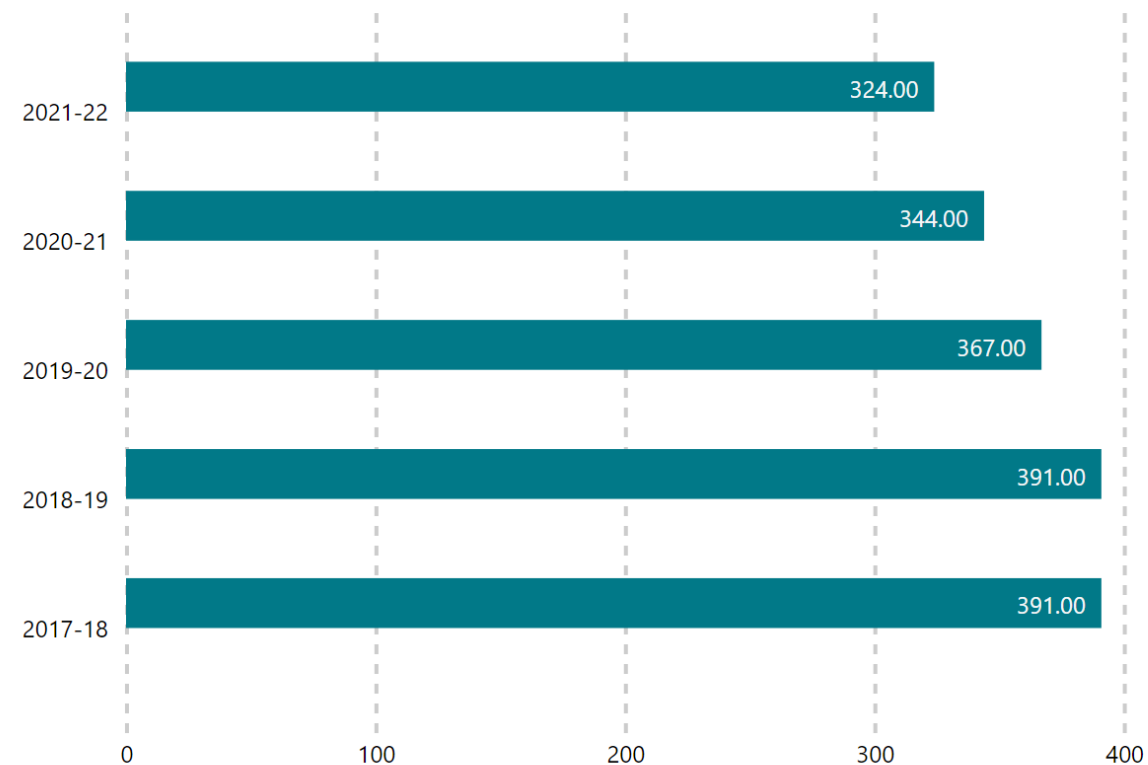
No Target Set. Monitor KPI.

## Year End Result

● Result — Target



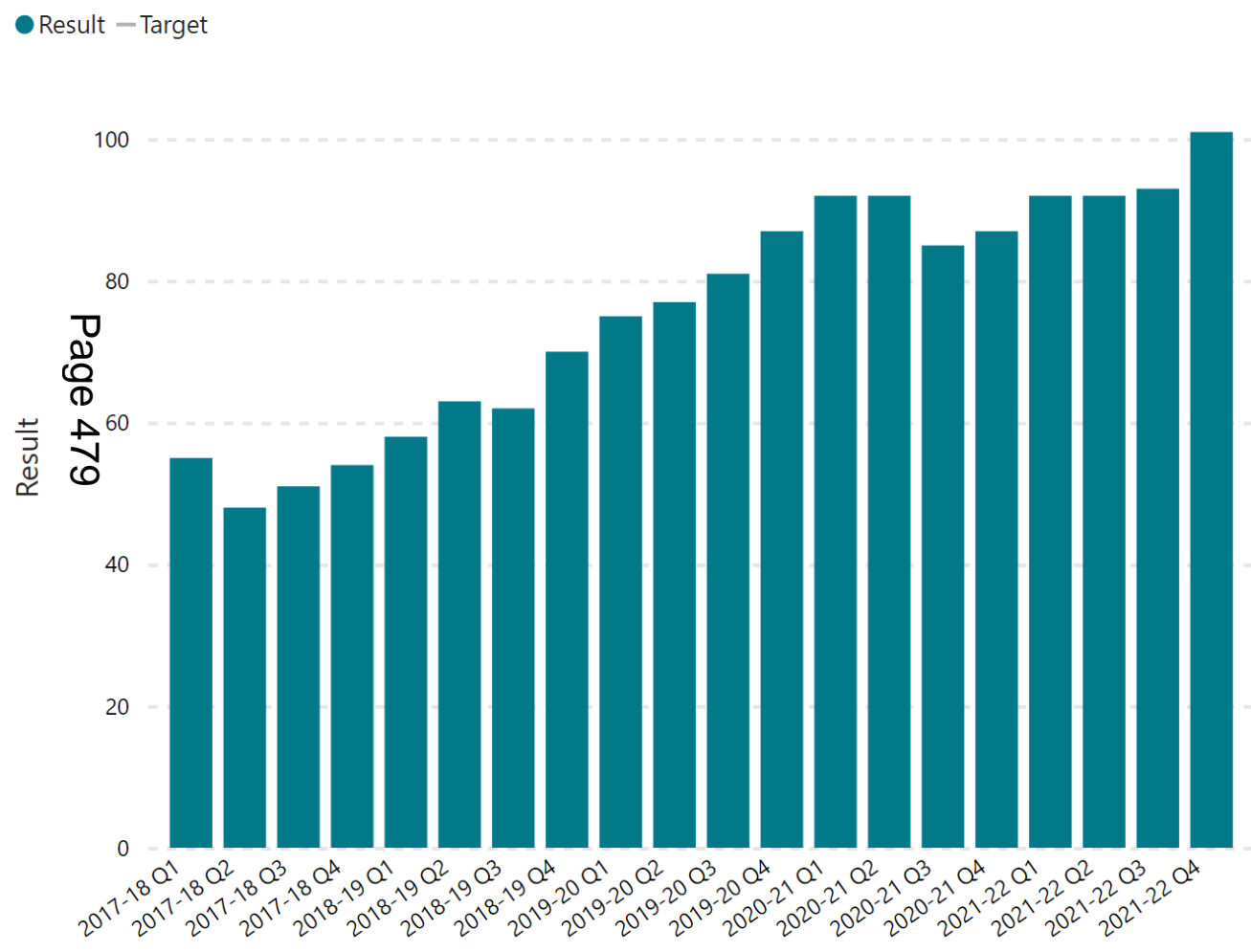
● Result ● Target



# Cardiff is a great place to grow up

Of the total number of Children Looked After: Number of Children Looked After placed in residential placements.

### Performance by Quarter



Latest Result

**101**

No Target Set. Monitor KPI.

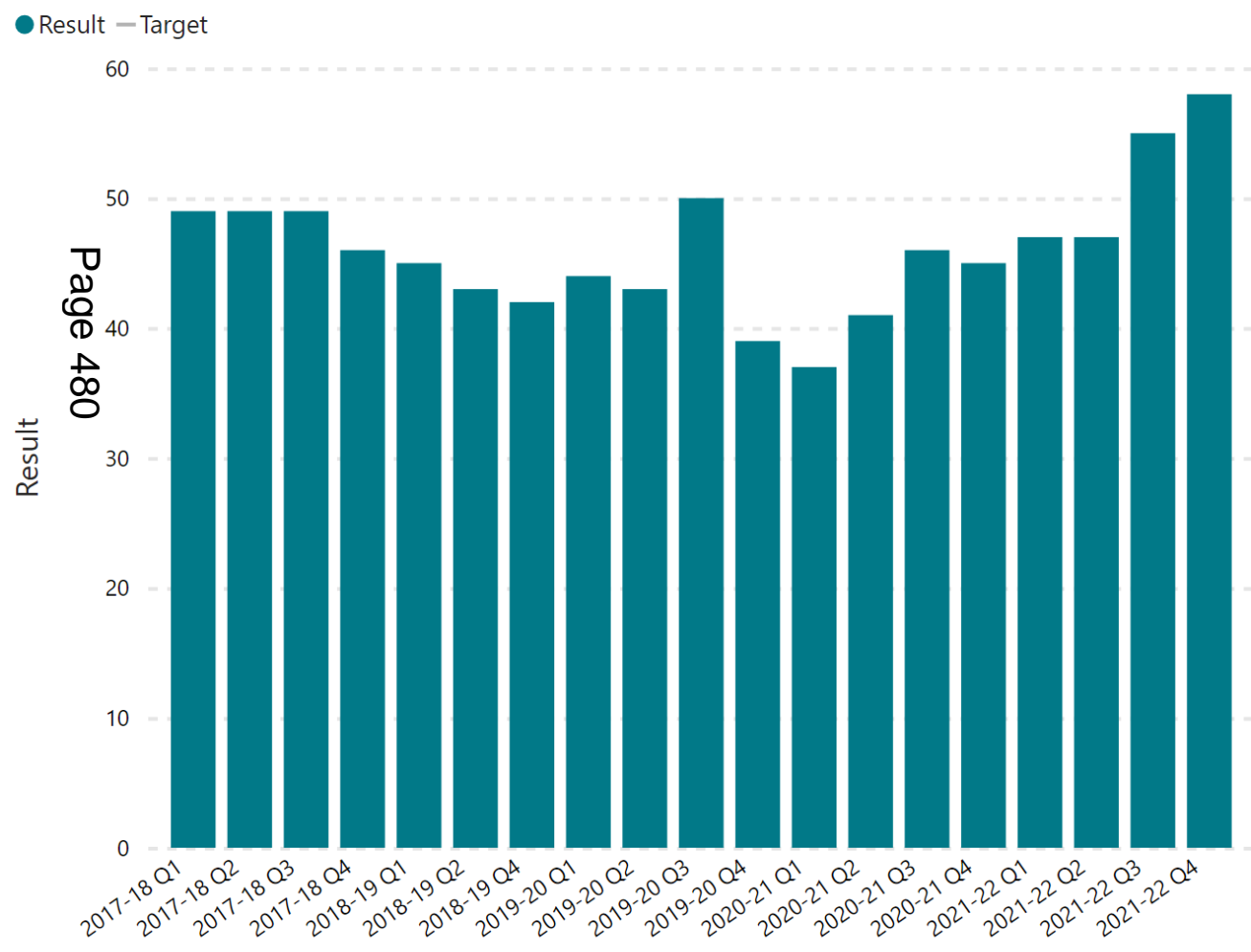
### Year End Result



# Cardiff is a great place to grow up

Of the total number of Children Looked After: Number of Children Looked After supported to live independently.

### Performance by Quarter

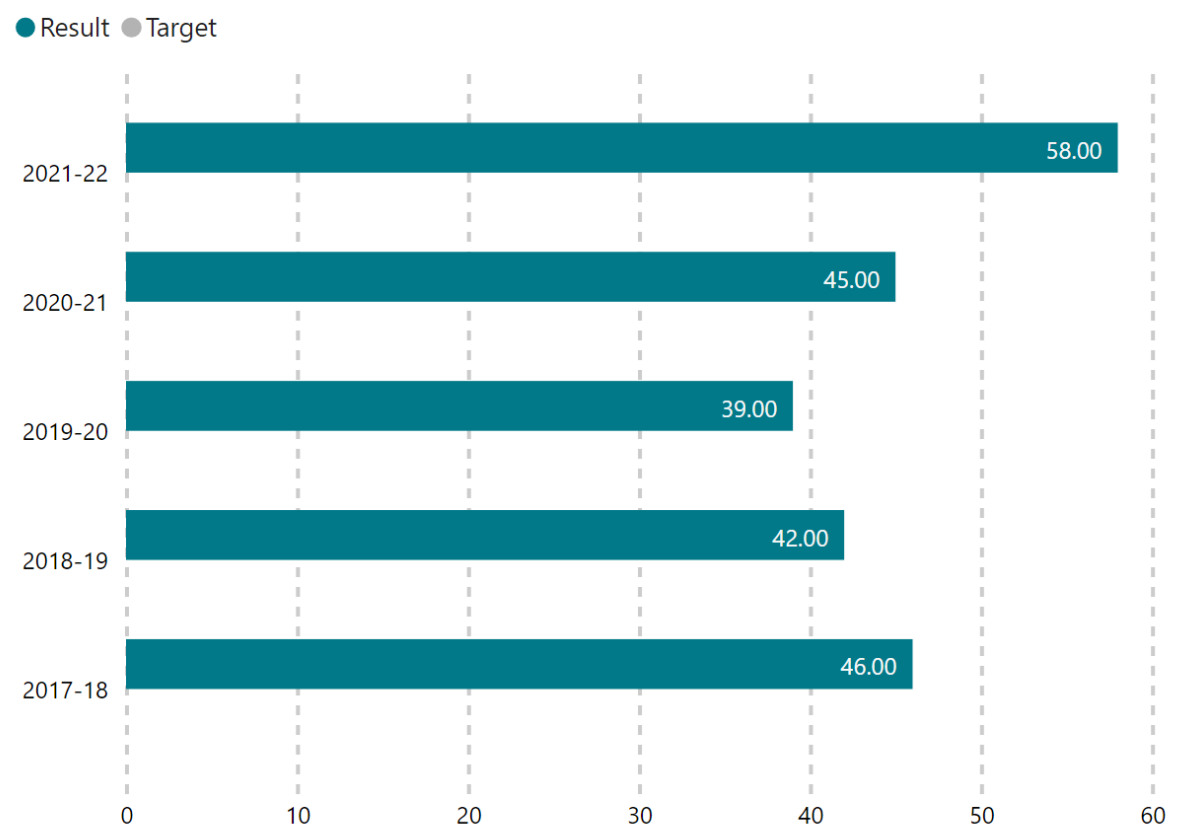


Latest Result

**58**

No Target Set. Monitor KPI.

### Year End Result





# Cardiff is a great place to grow up



Of the total number of Children Looked After: Number of Children Looked After placed for adoption.

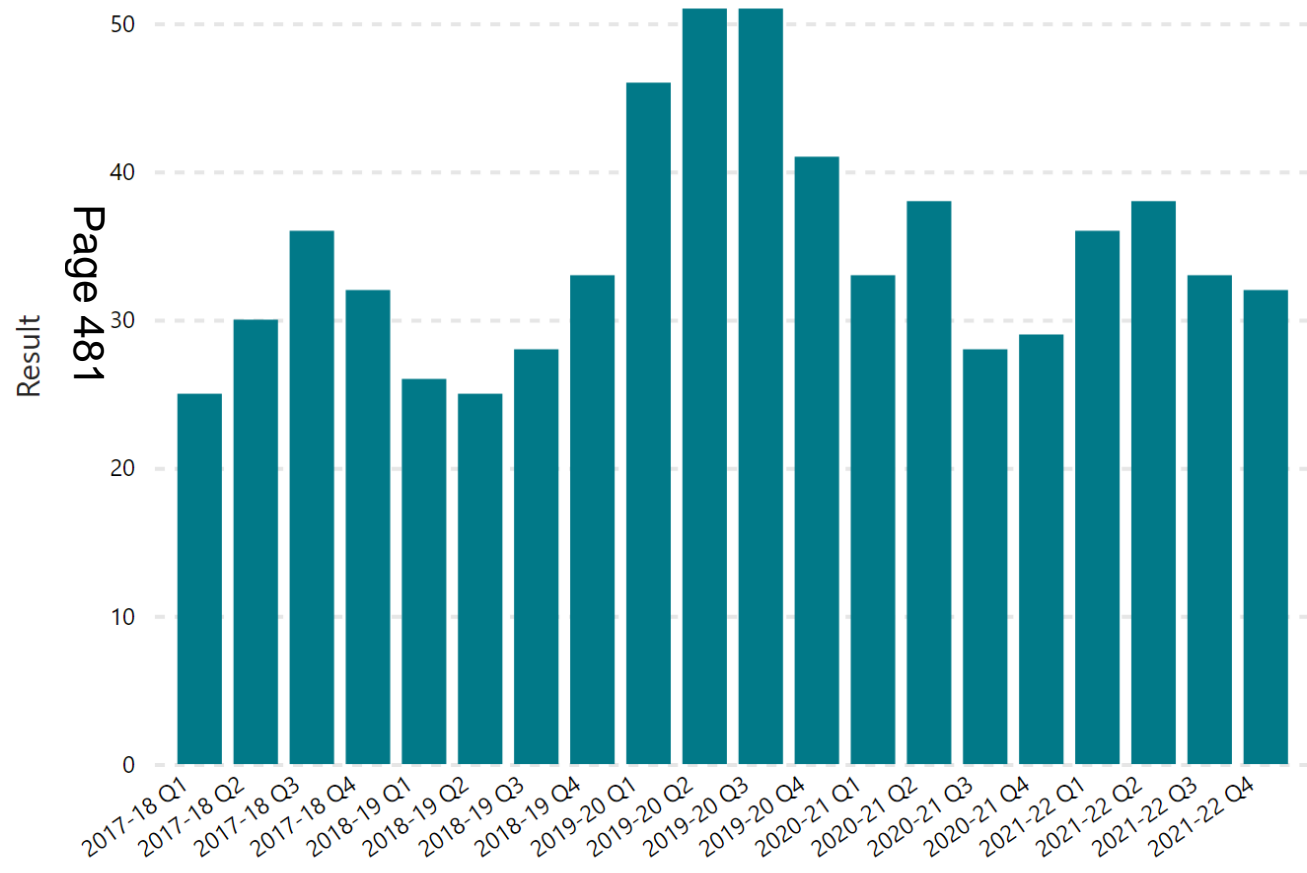
### Performance by Quarter

Latest Result

**32**

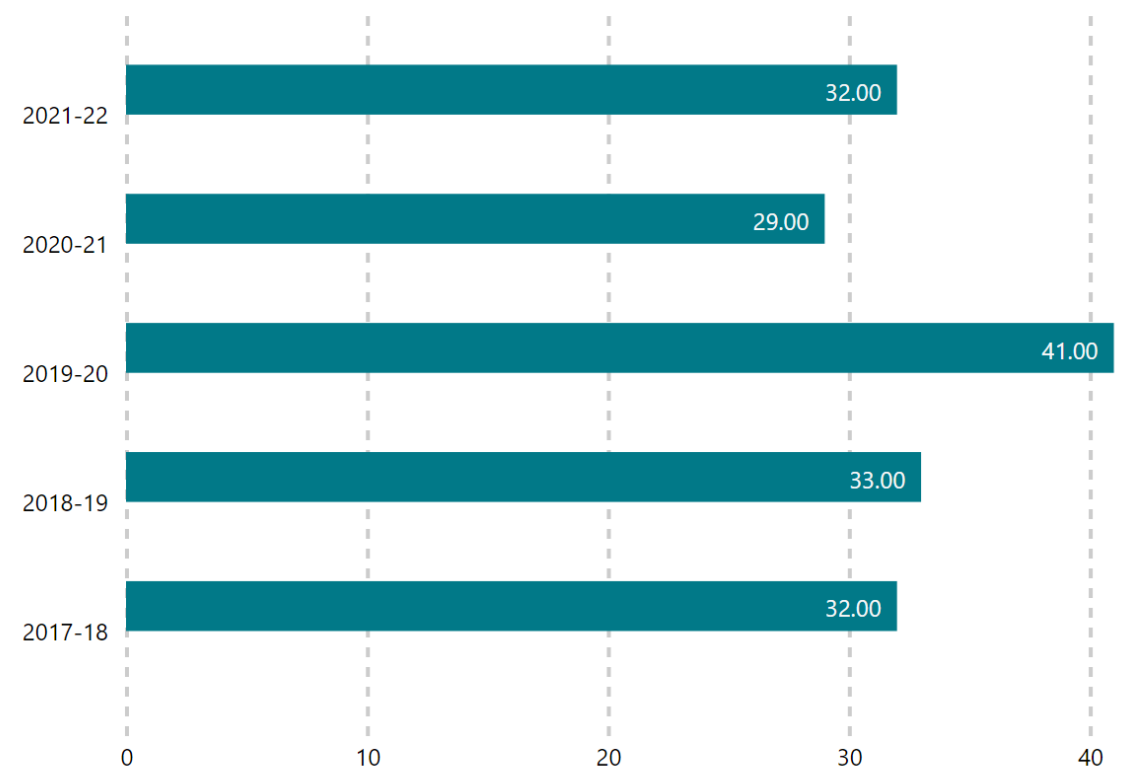
No Target Set. Monitor KPI.

● Result — Target



### Year End Result

● Result ● Target

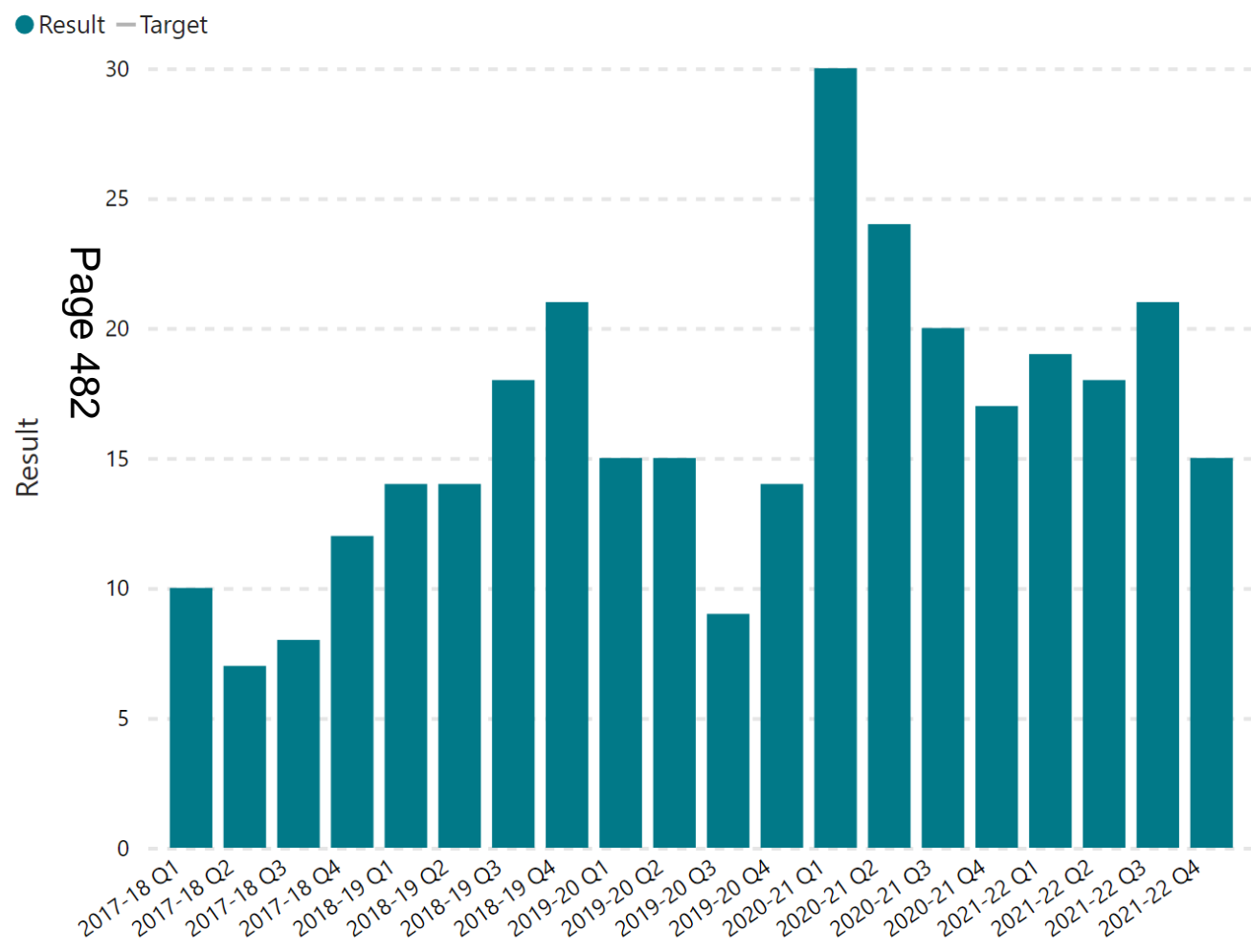


# Cardiff is a great place to grow up



Of the total number of Children Looked After: Number of Children Looked After in other circumstances.

### Performance by Quarter

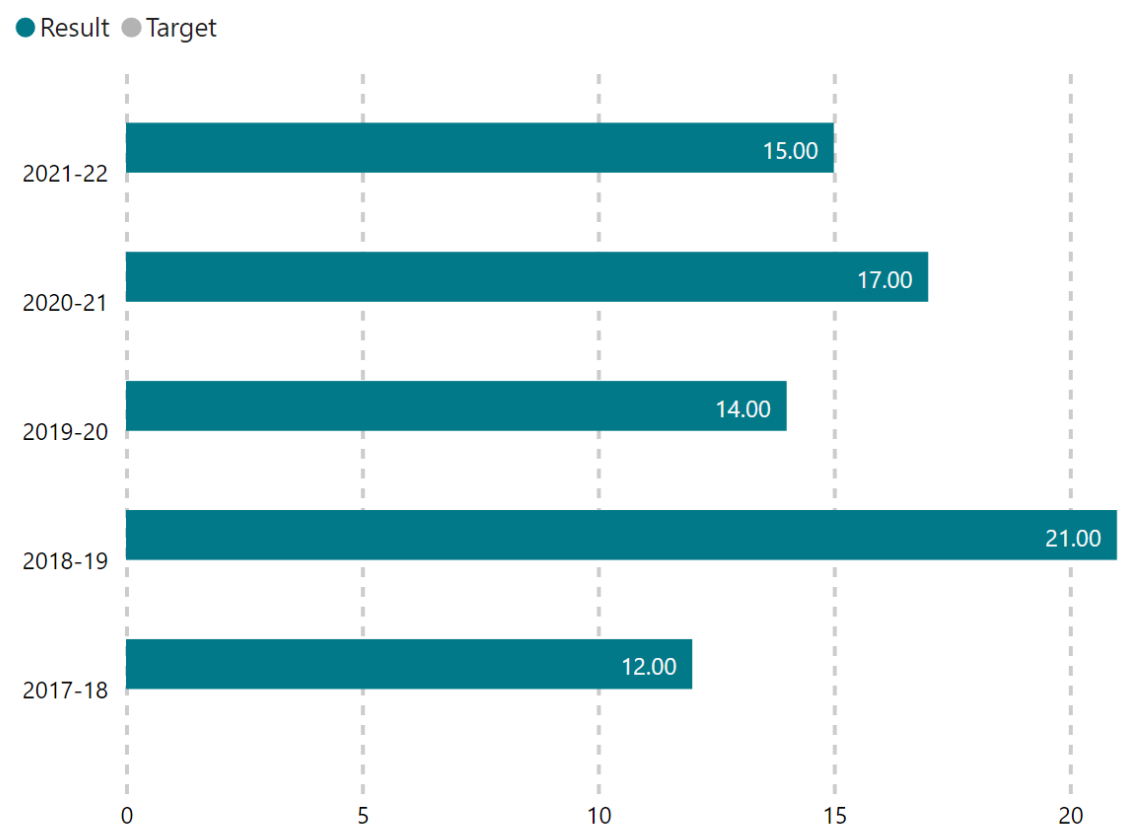


Latest Result

**15**

No Target Set. Monitor KPI.

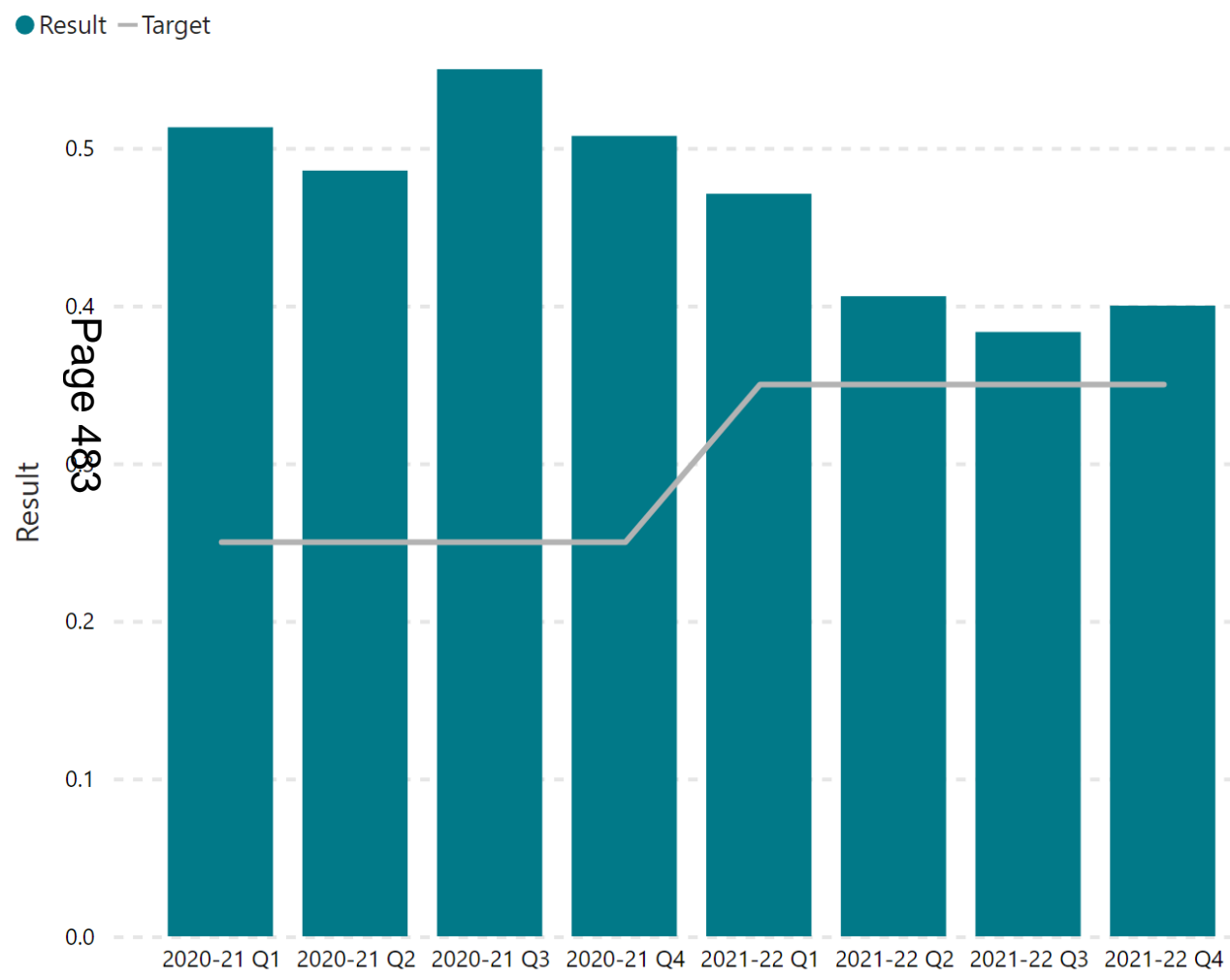
### Year End Result



# Cardiff is a great place to grow up

The percentage of children with a placement order not placed for an adoption within 12 months of the order

### Performance by Quarter

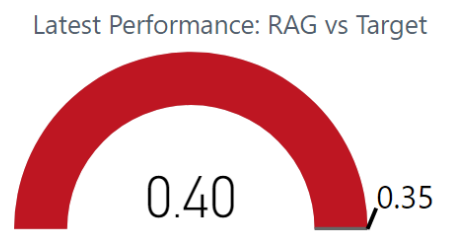


Latest Result

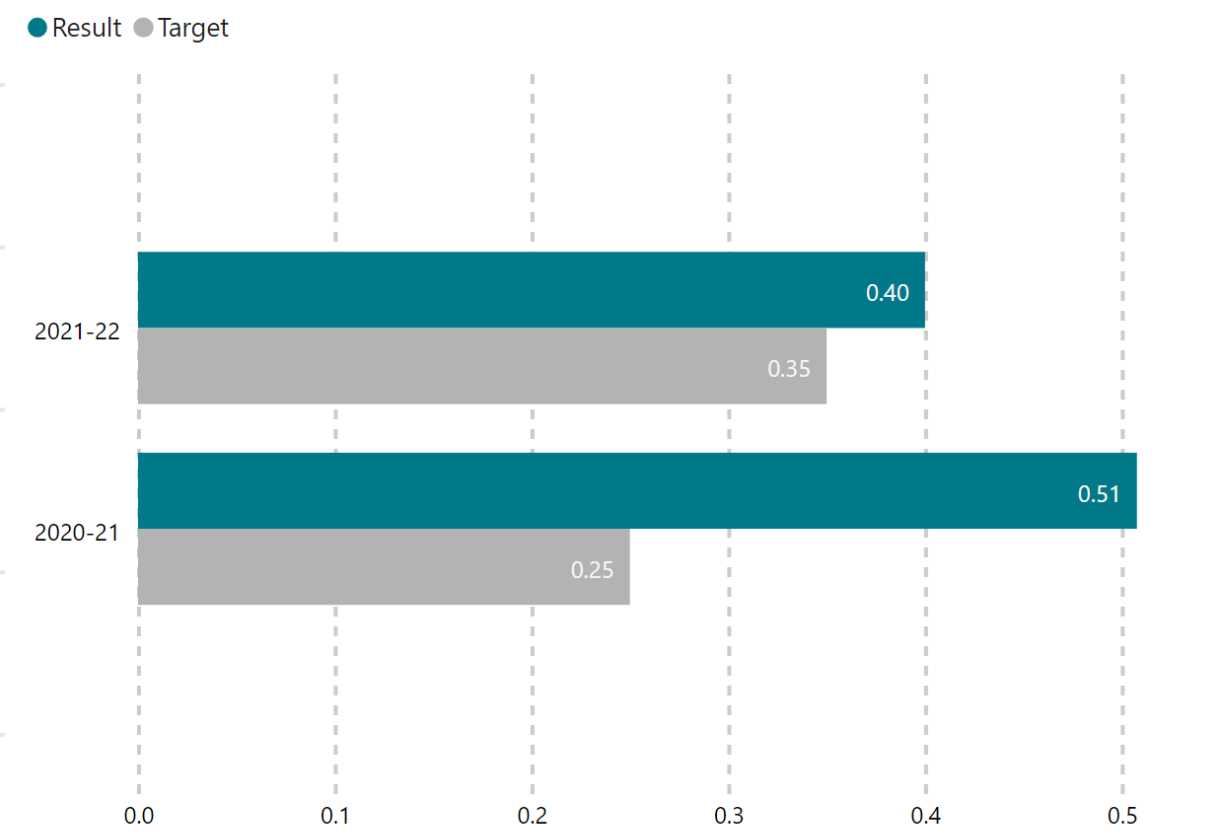
40.00%

Current Year Target

35.00%



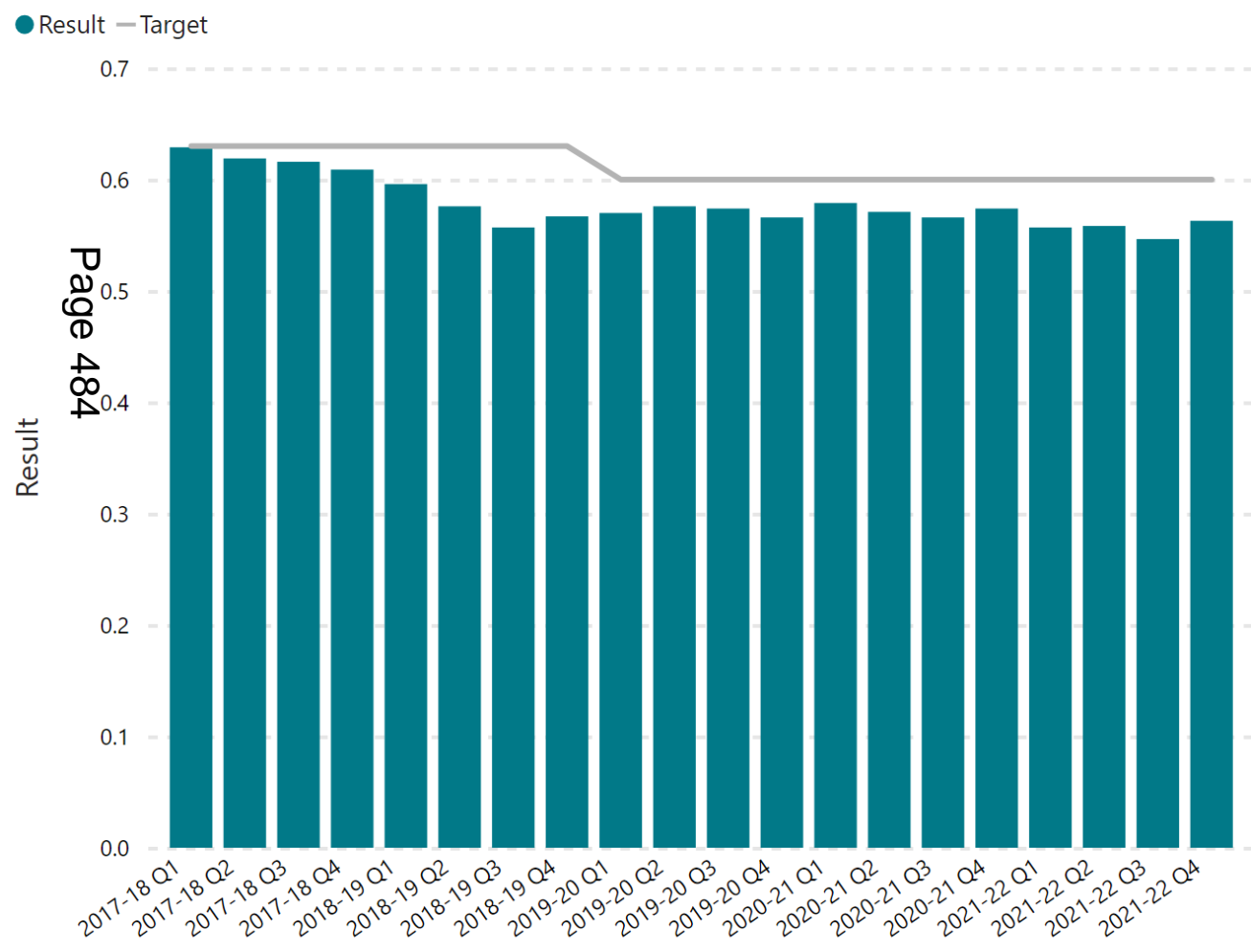
### Year End Result



# Cardiff is a great place to grow up

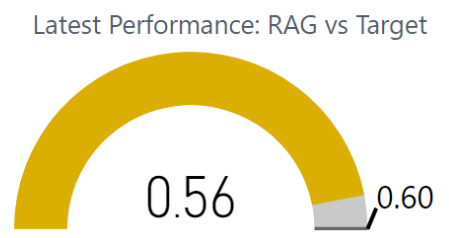
The percentage of Children Looked After in regulated placements who are placed in Cardiff.

Performance by Quarter

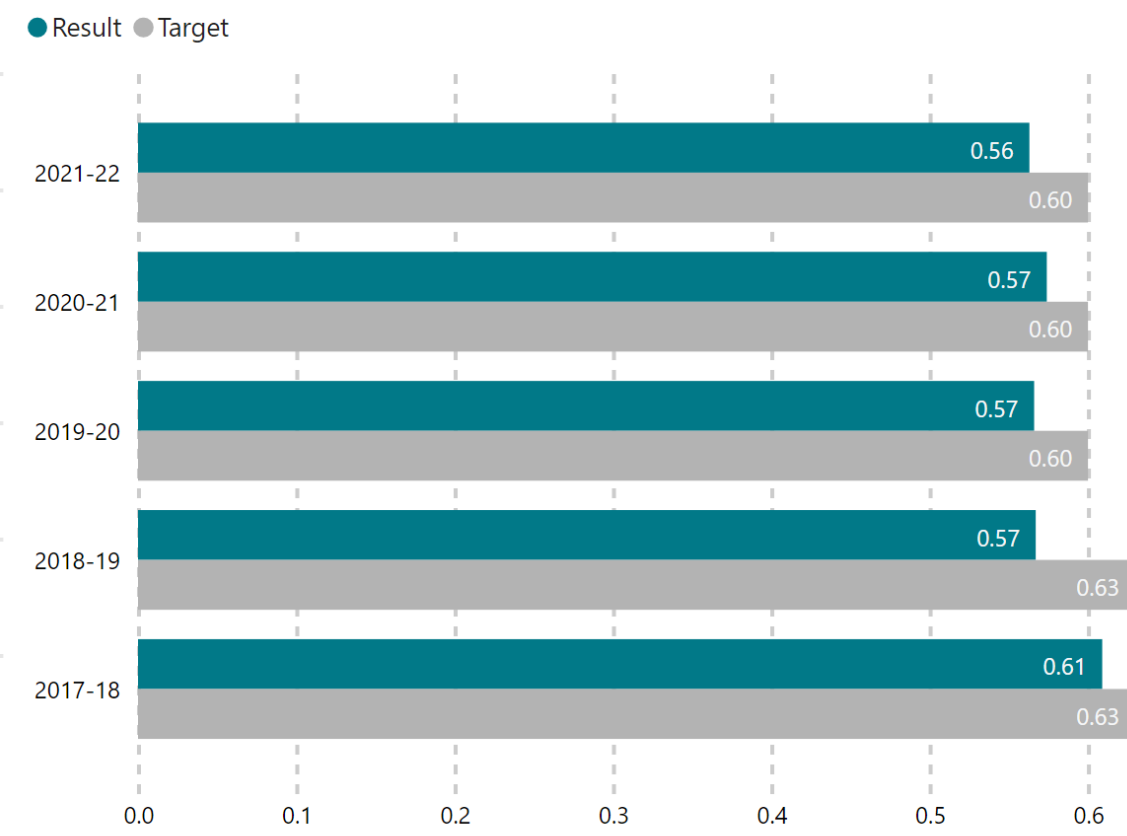


Latest Result  
**56.30%**

Current Year Target  
**60.00%**



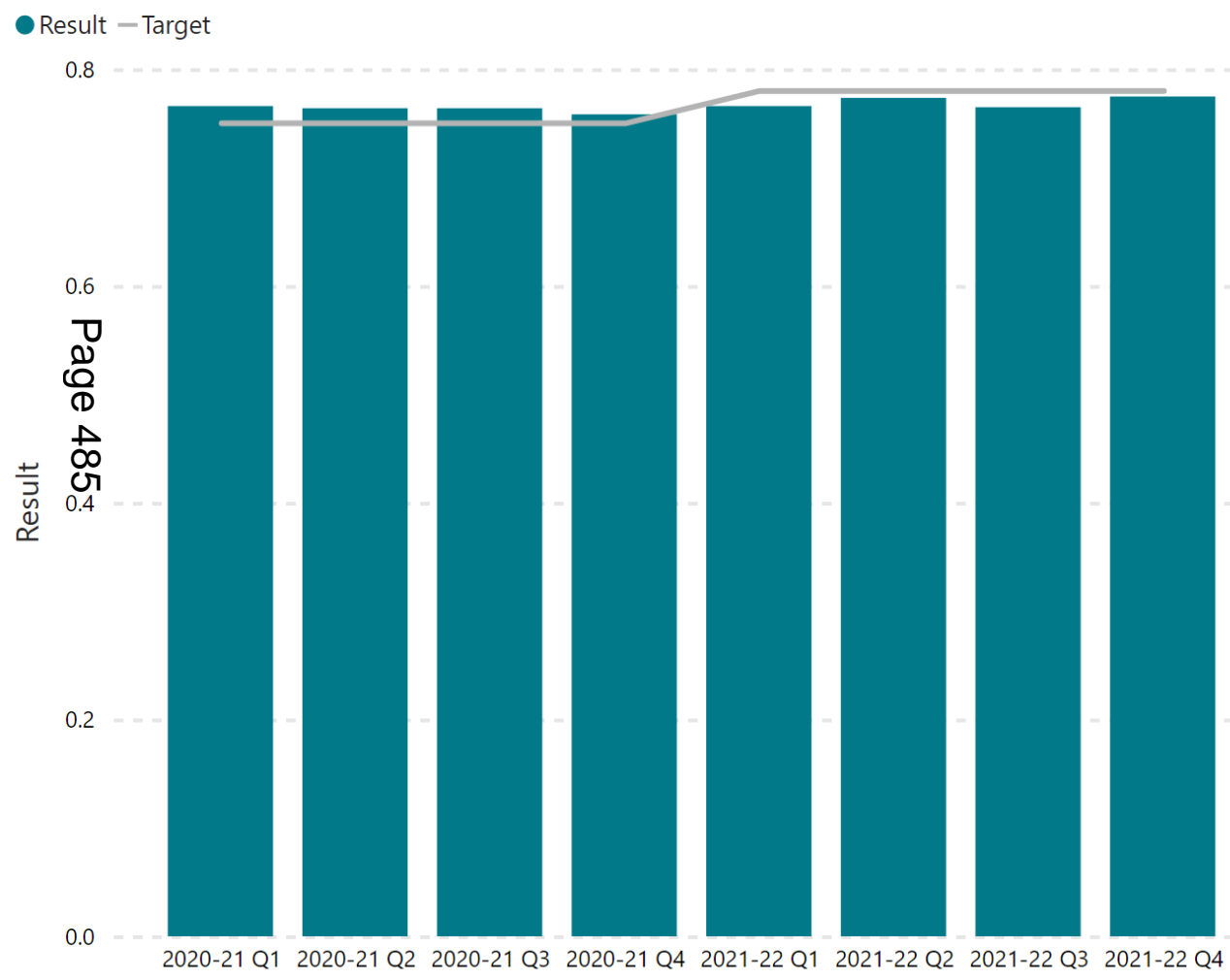
Year End Result



# Cardiff is a great place to grow up

The percentage of Children Looked After in regulated placements who are placed within a 20 mile radius of Cardiff

### Performance by Quarter



Latest Result

**77.48%**

Current Year Target

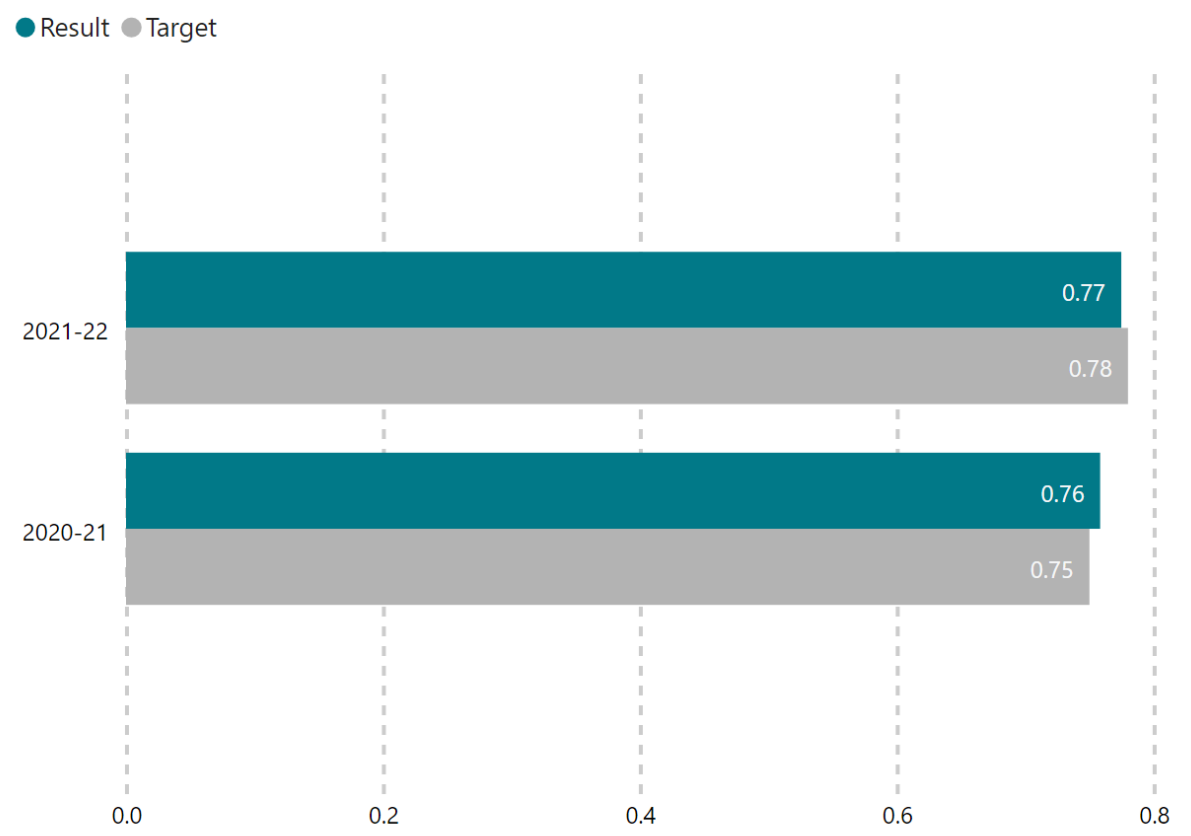
**78.00%**

Latest Performance: RAG vs Target

0.77

0.78

Year End Result



The percentage of families referred to Family Help, showing evidence of positive distance travelled

Performance by Quarter

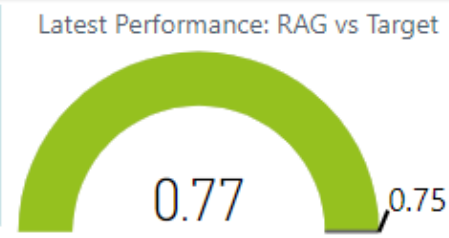


Latest Result

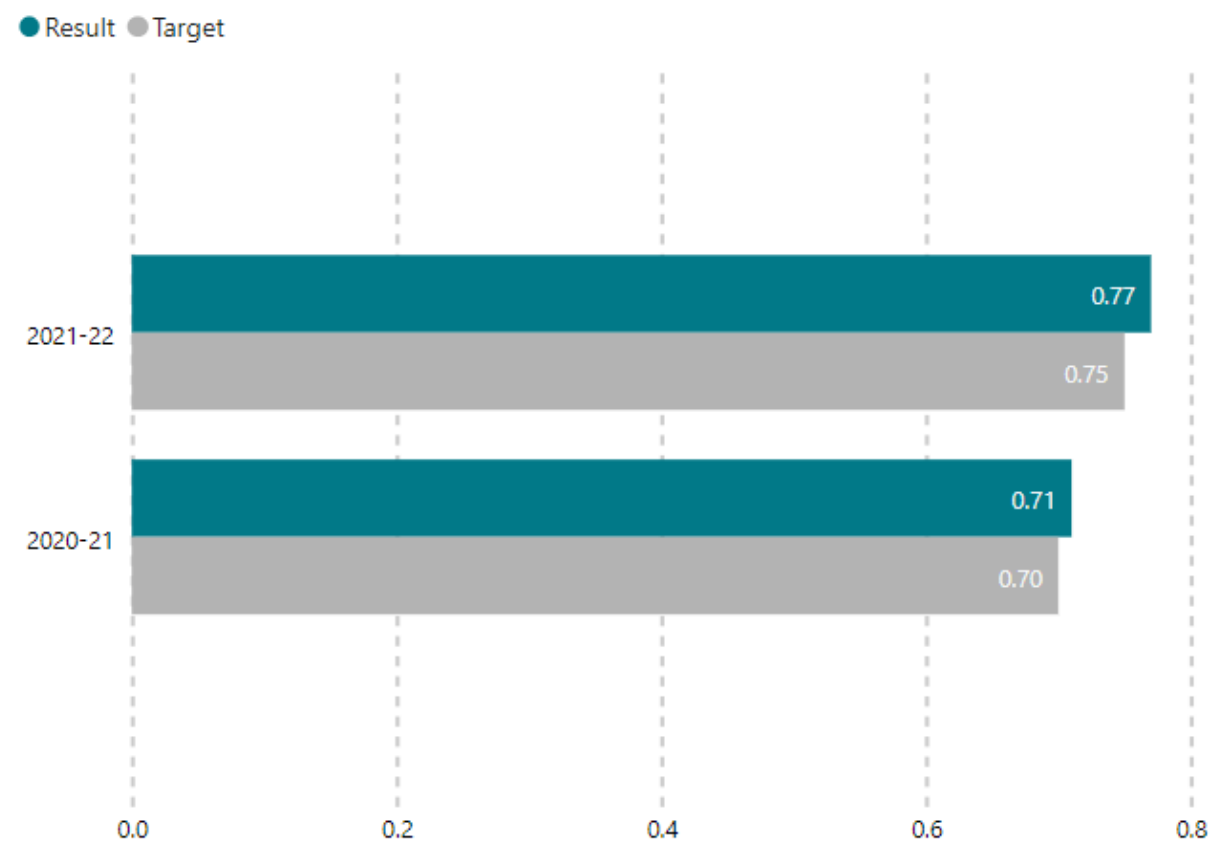
**77.00%**

Current Year Target

**75.00%**



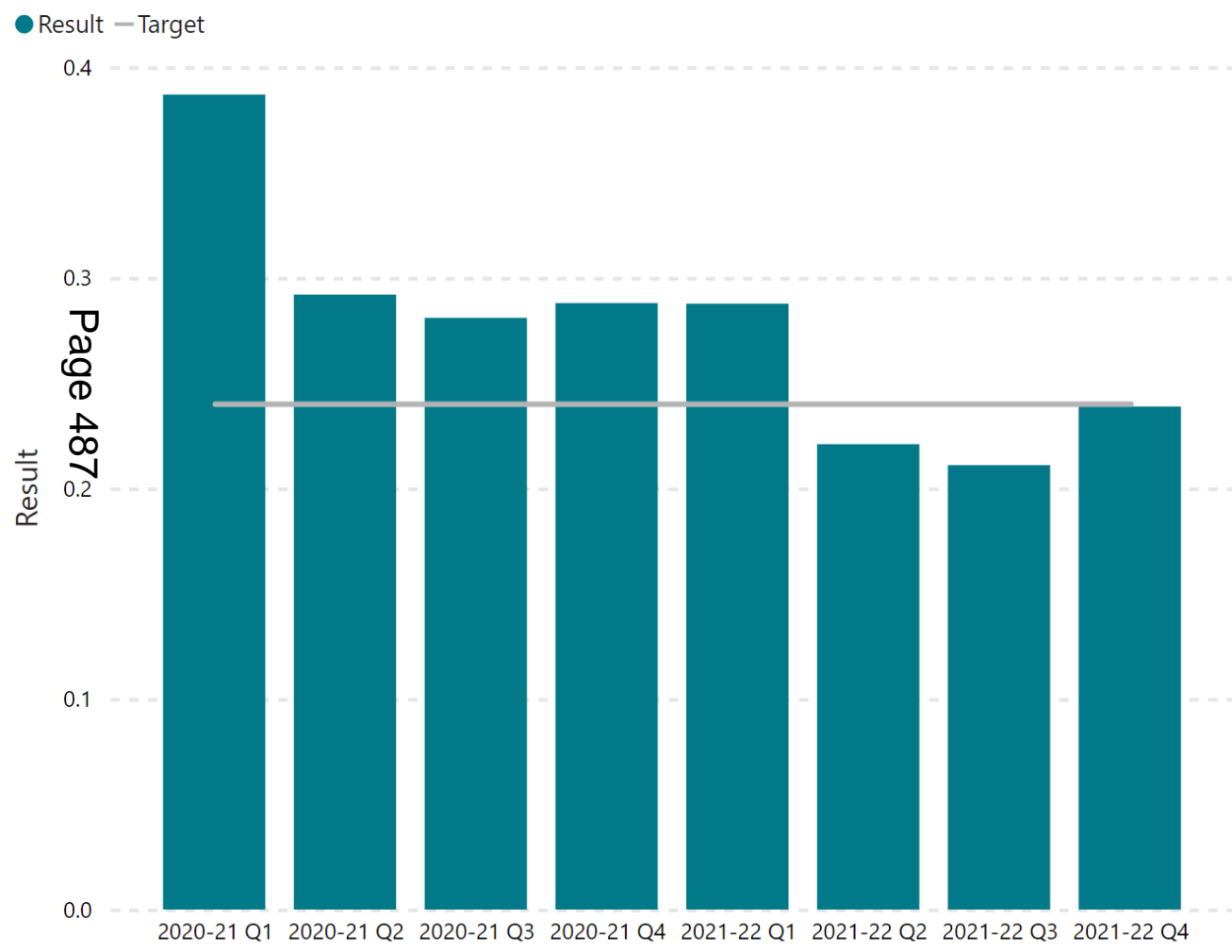
Year End Result



# Cardiff is a great place to grow up

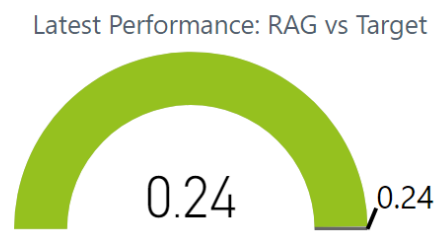
## The percentage of Children's Services social work posts filled by agency staff

Performance by Quarter

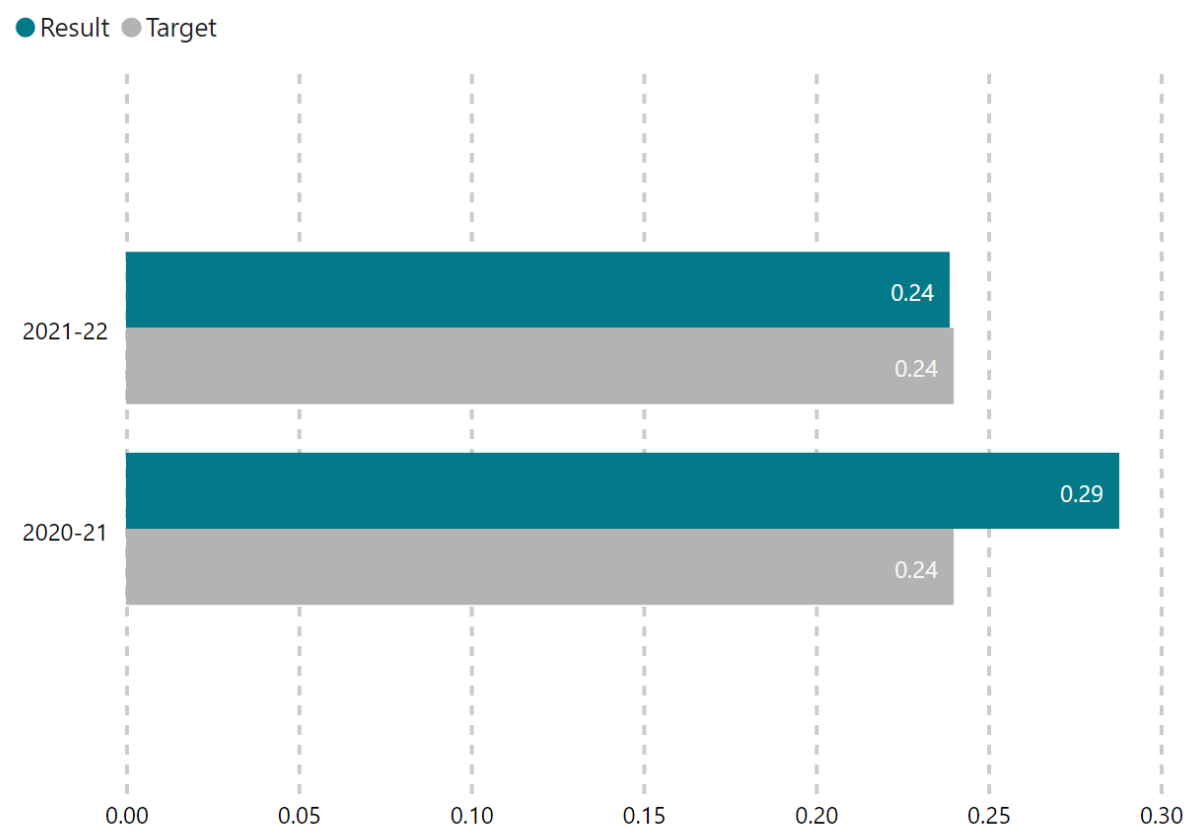


Latest Result  
**23.88%**

Current Year Target  
**24.00%**



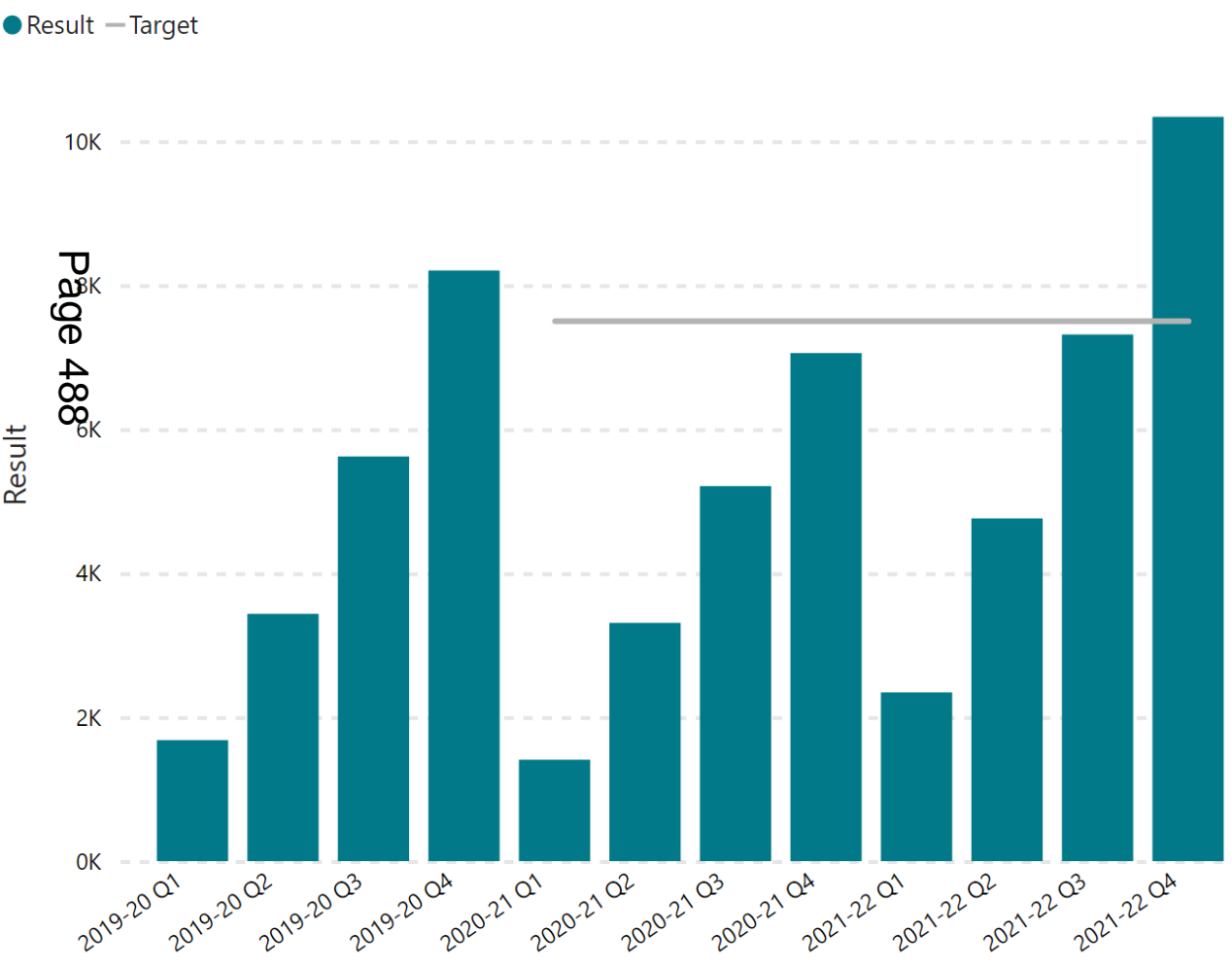
Year End Result



# Cardiff is a great place to grow up

Number of people supported through the Family Gateway.

### Performance by Quarter

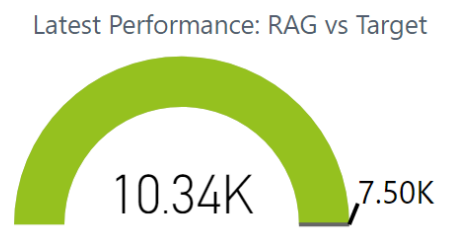


Latest Result

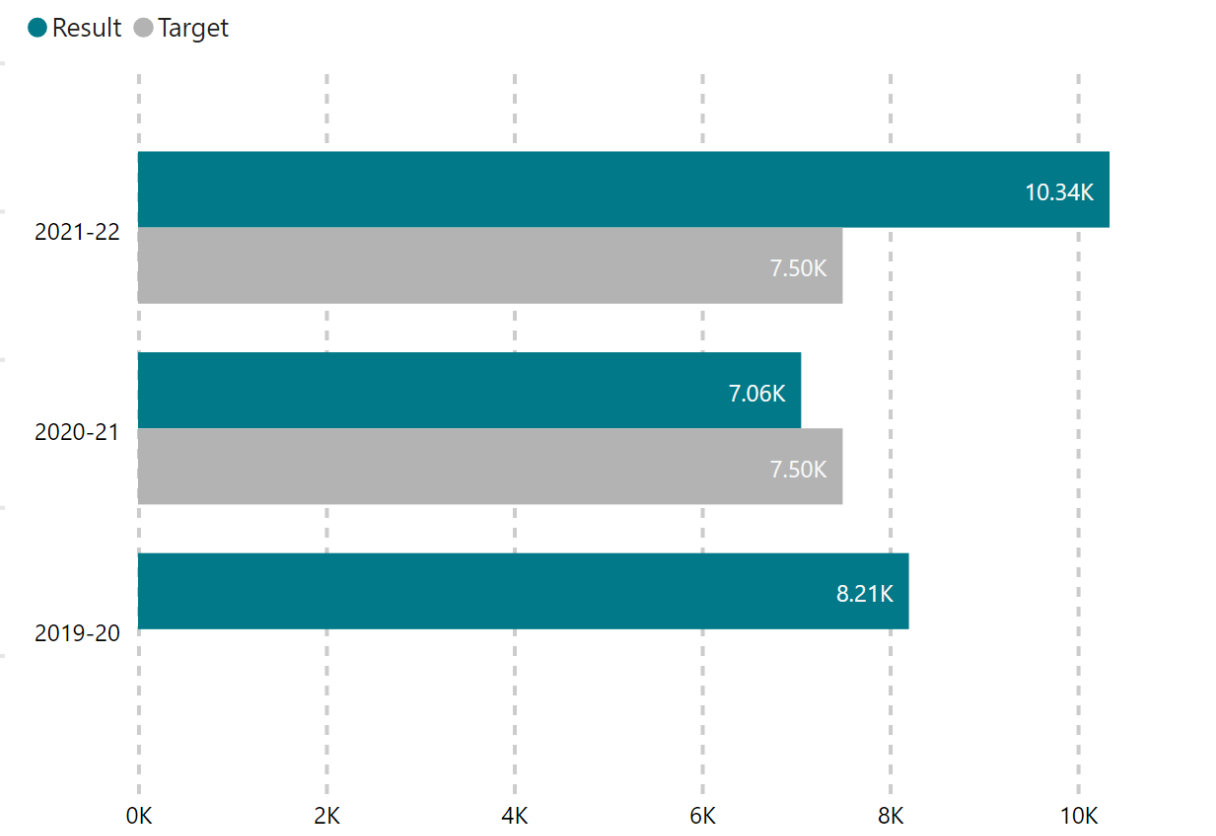
**10340**

Current Year Target

**7500**



### Year End Result

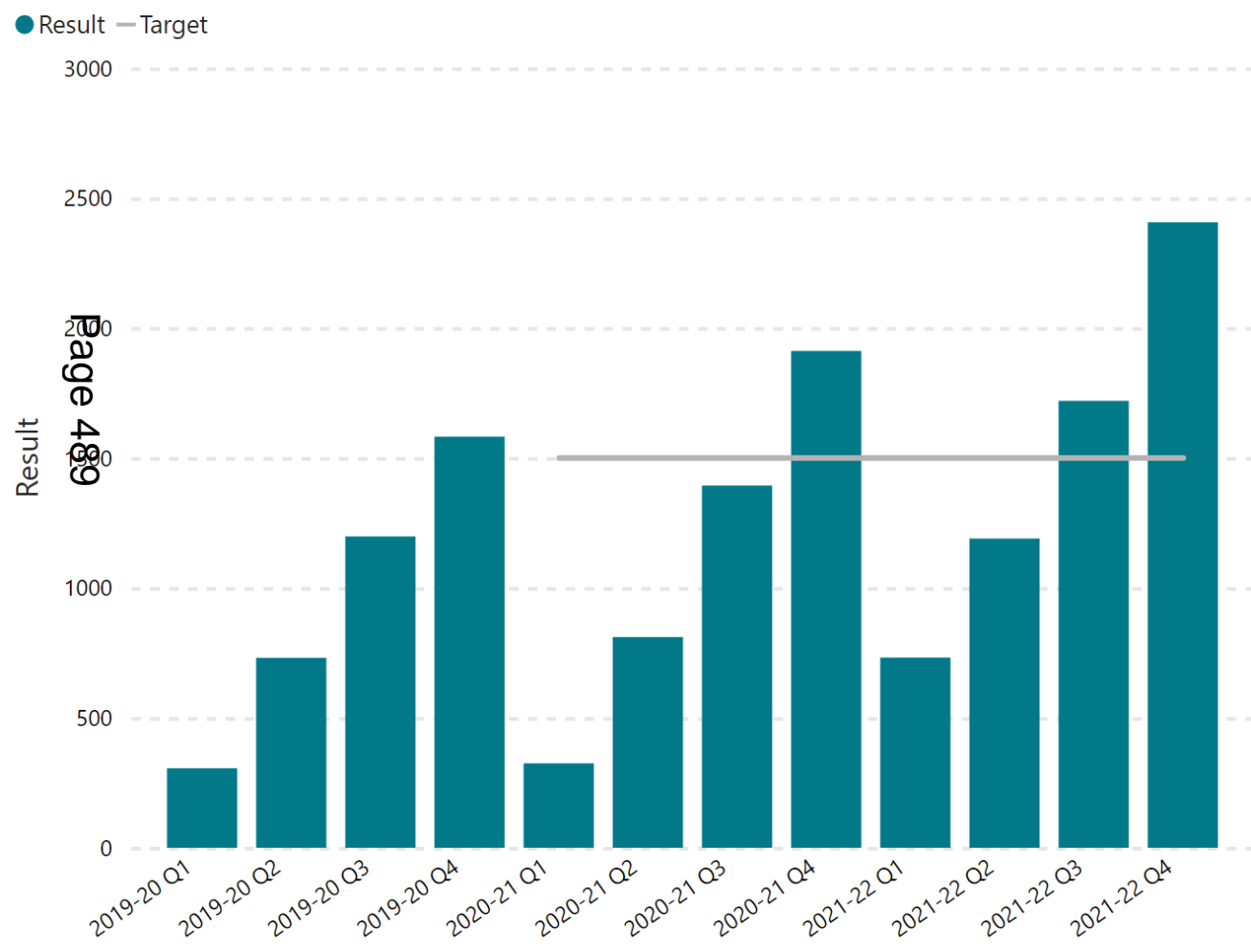




# Cardiff is a great place to grow up

## Number of people supported by the Family Help Team.

### Performance by Quarter

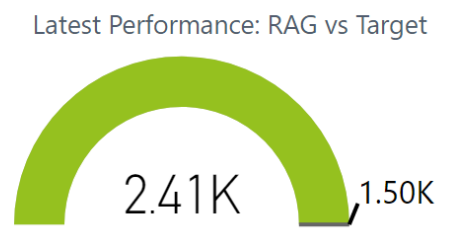


Latest Result

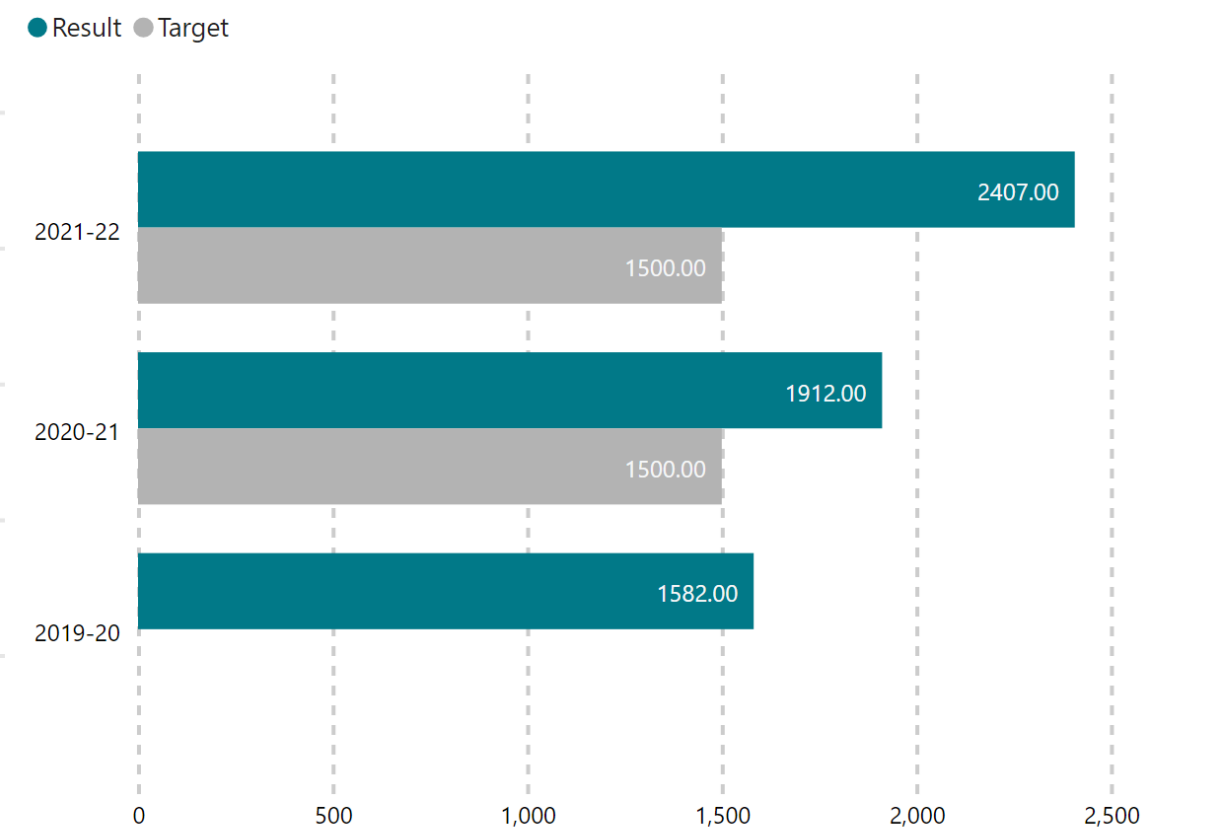
**2407**

Current Year Target

**1500**



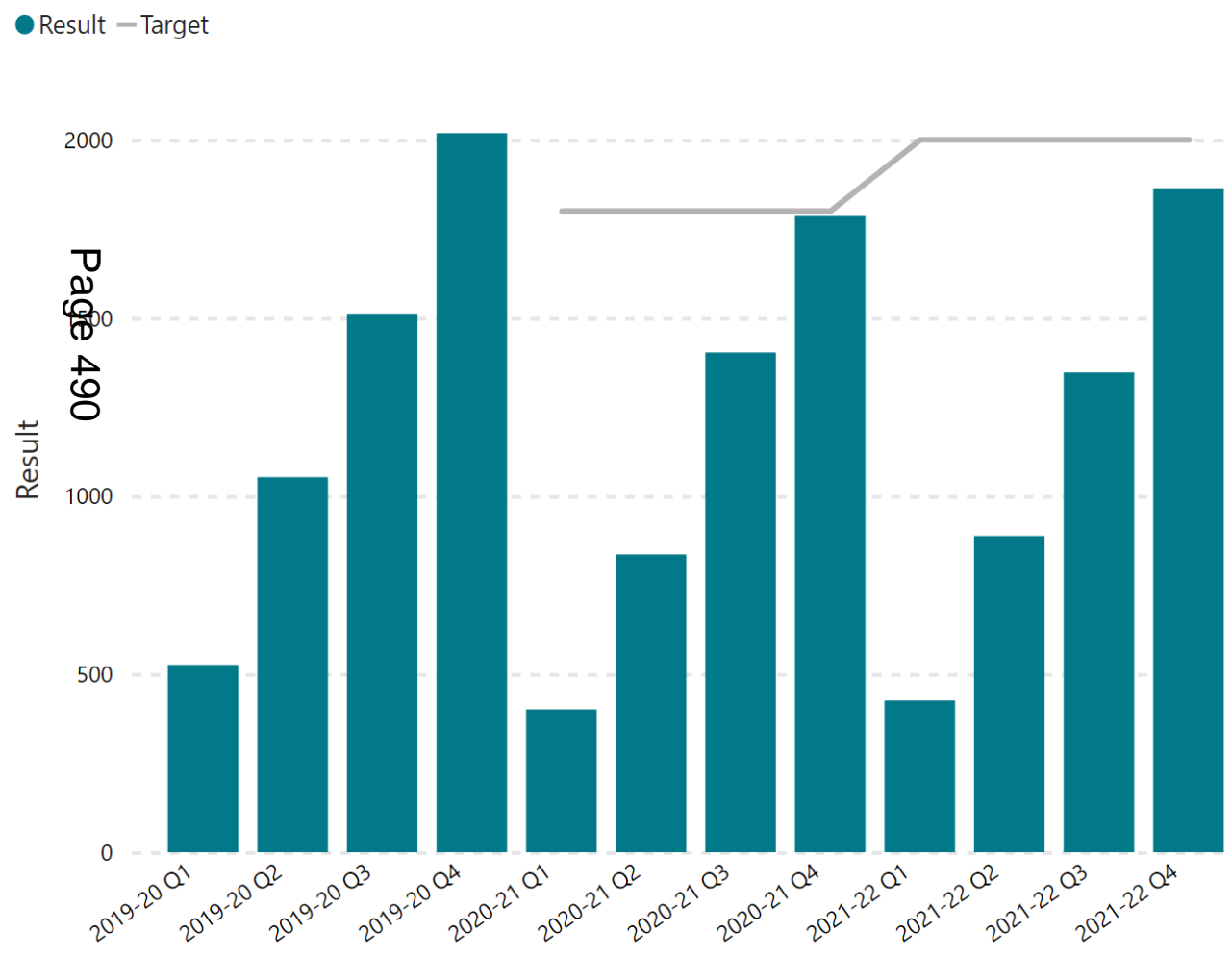
### Year End Result



# Cardiff is a great place to grow up

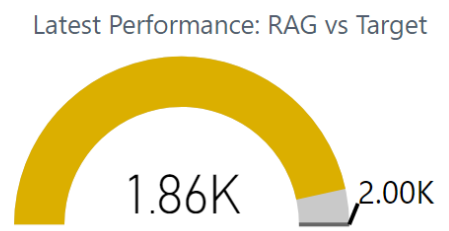
## Number of people supported by the Support4Families Team

Performance by Quarter

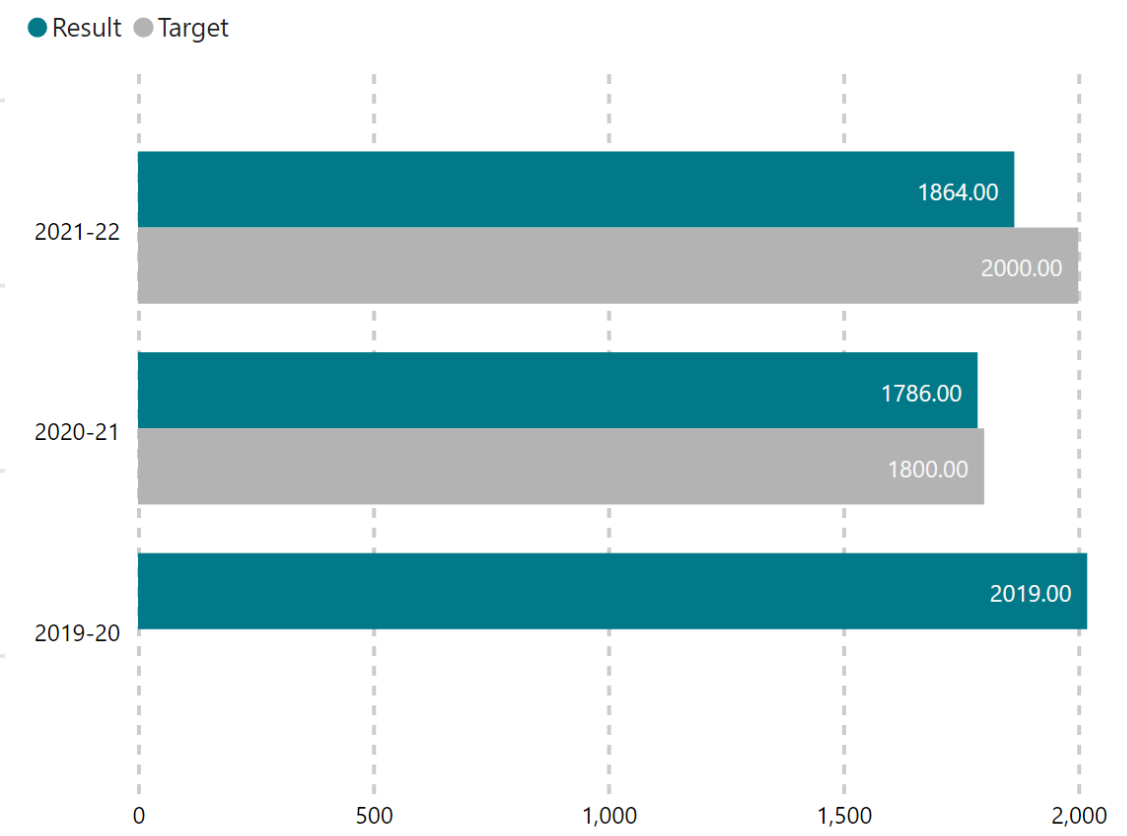


Latest Result  
**1864**

Current Year Target  
**2000**

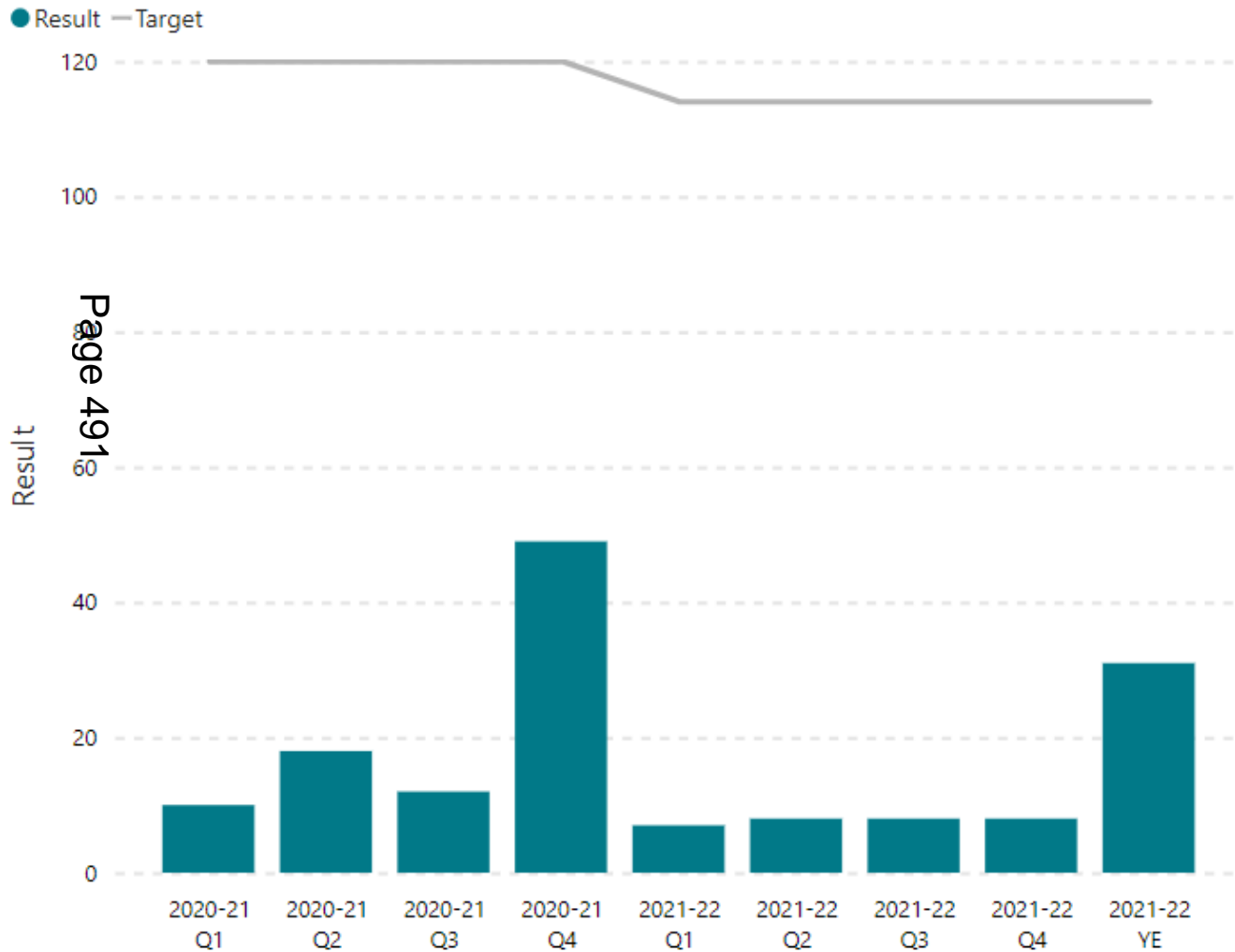


Year End Result



### The number of first time entrants into the Youth Justice system

Performance by Quarter

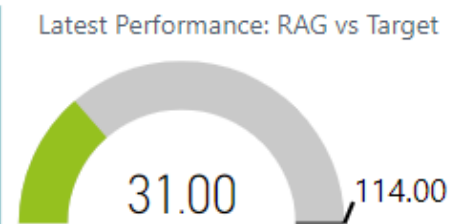


Latest Result

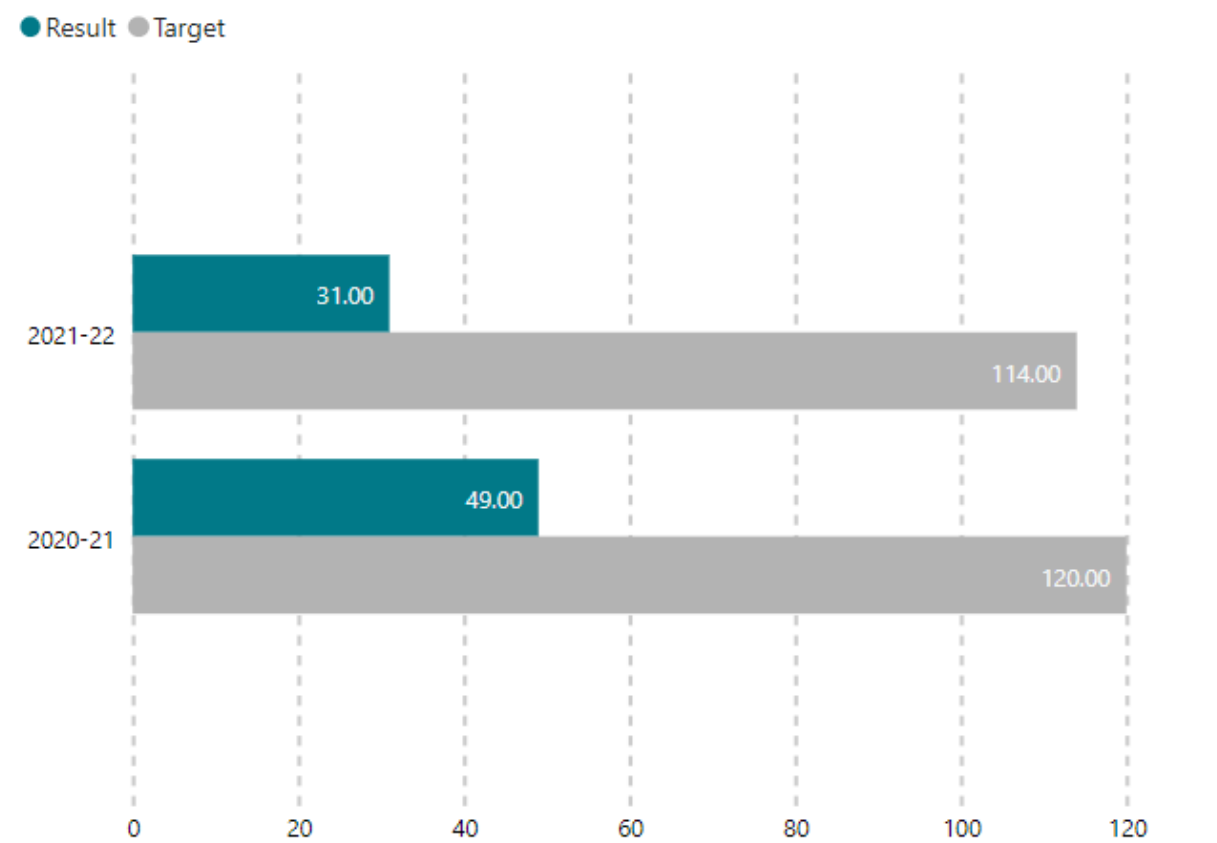
**31**

Current Year Target

**114**

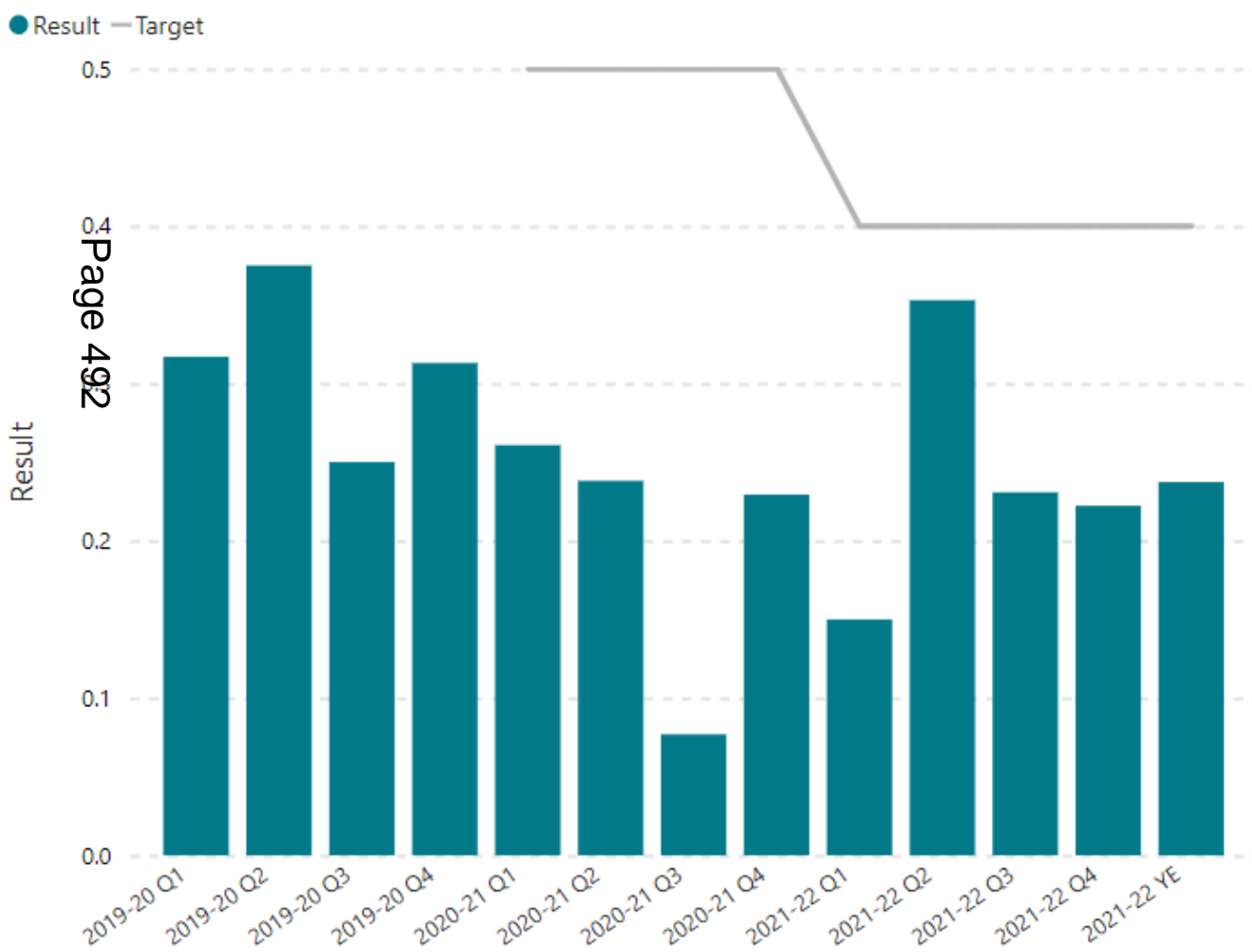


Year End Result



The percentage of children re-offending within six months of their previous offence.

Performance by Quarter

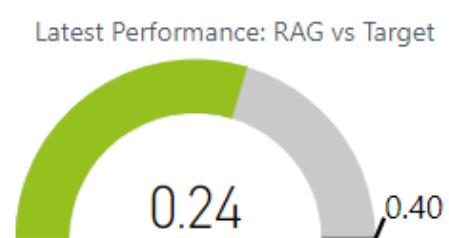


Latest Result

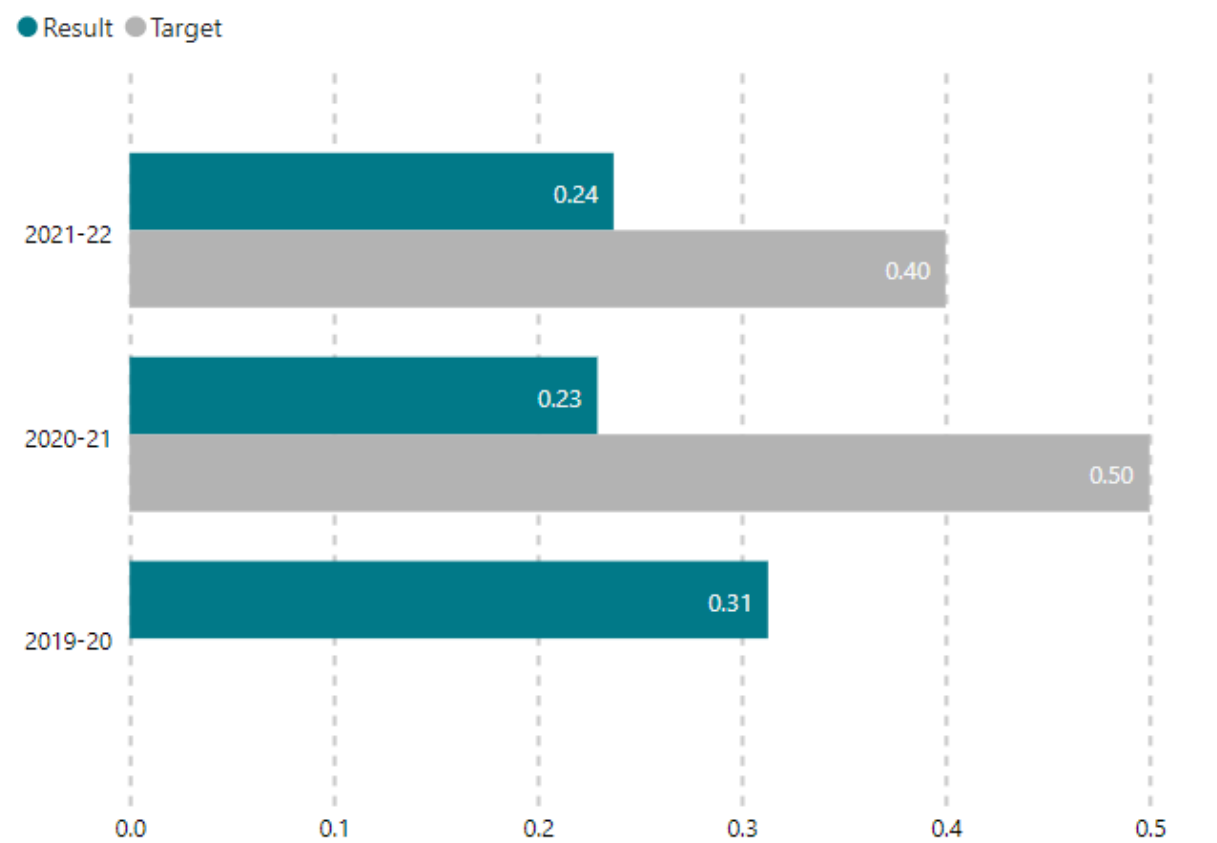
**23.73%**

Current Year Target

**40.00%**



Year End Result

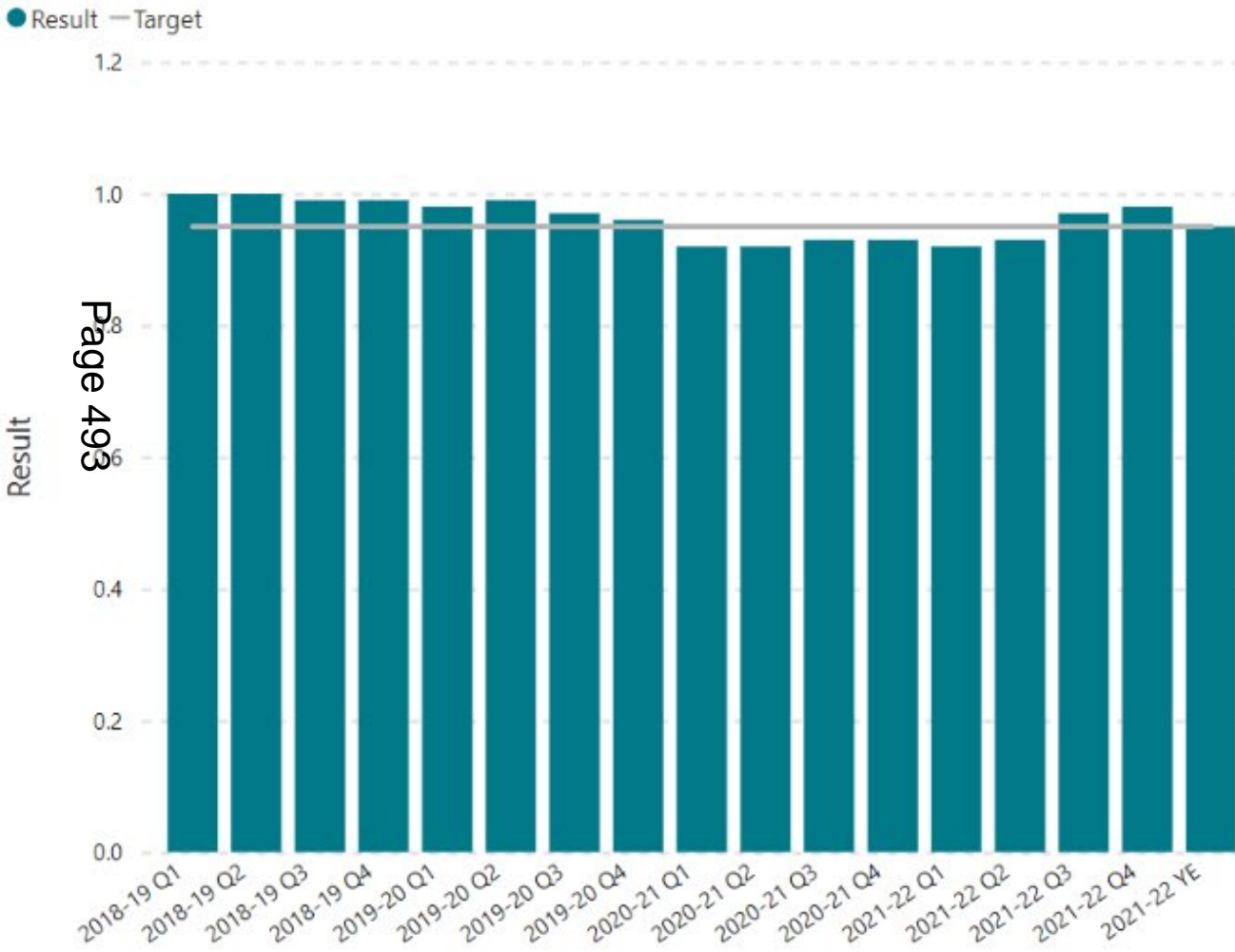


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# Cardiff is a great place to grow older

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

Performance by Quarter

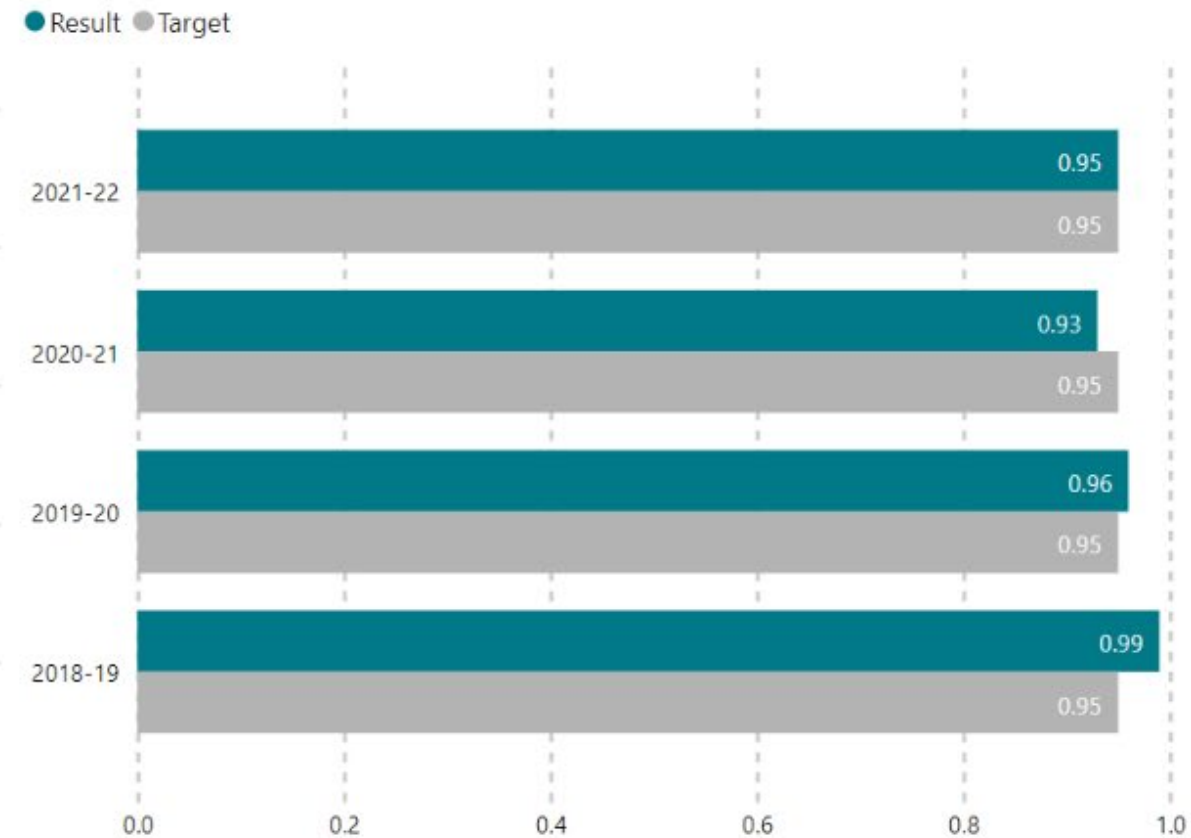


Latest Result  
**95.00%**

Current Year Target  
**95.00%**

Latest Performance: RAG vs Target  
**0.95**

Year End Result

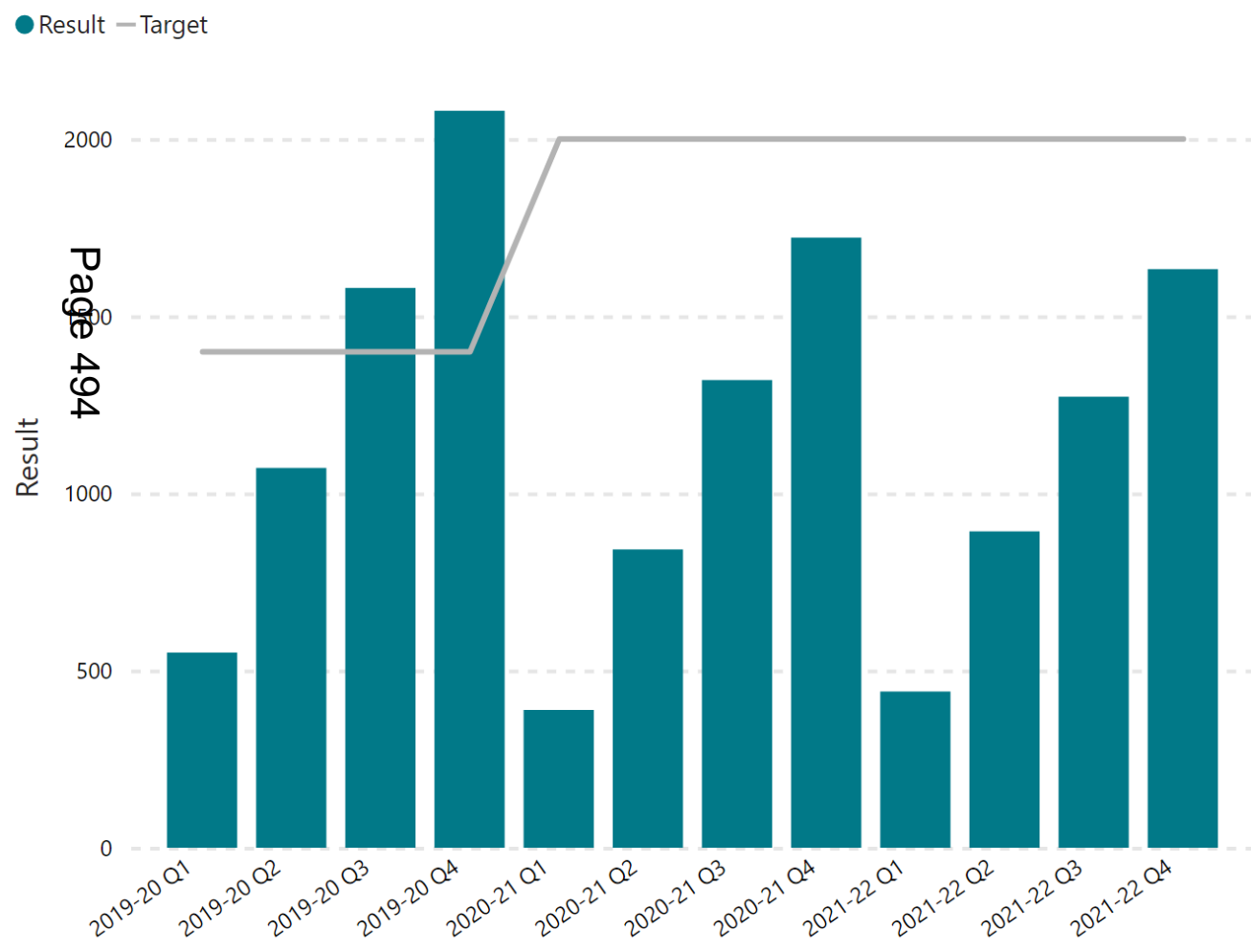


Page 493

# Cardiff is a great place to grow older

The number of people who accessed the Community Resource Team.

### Performance by Quarter

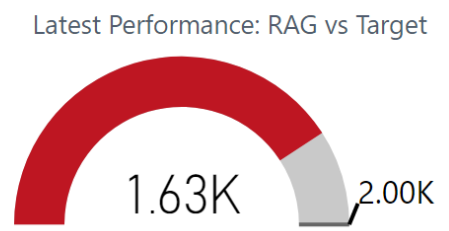


Latest Result

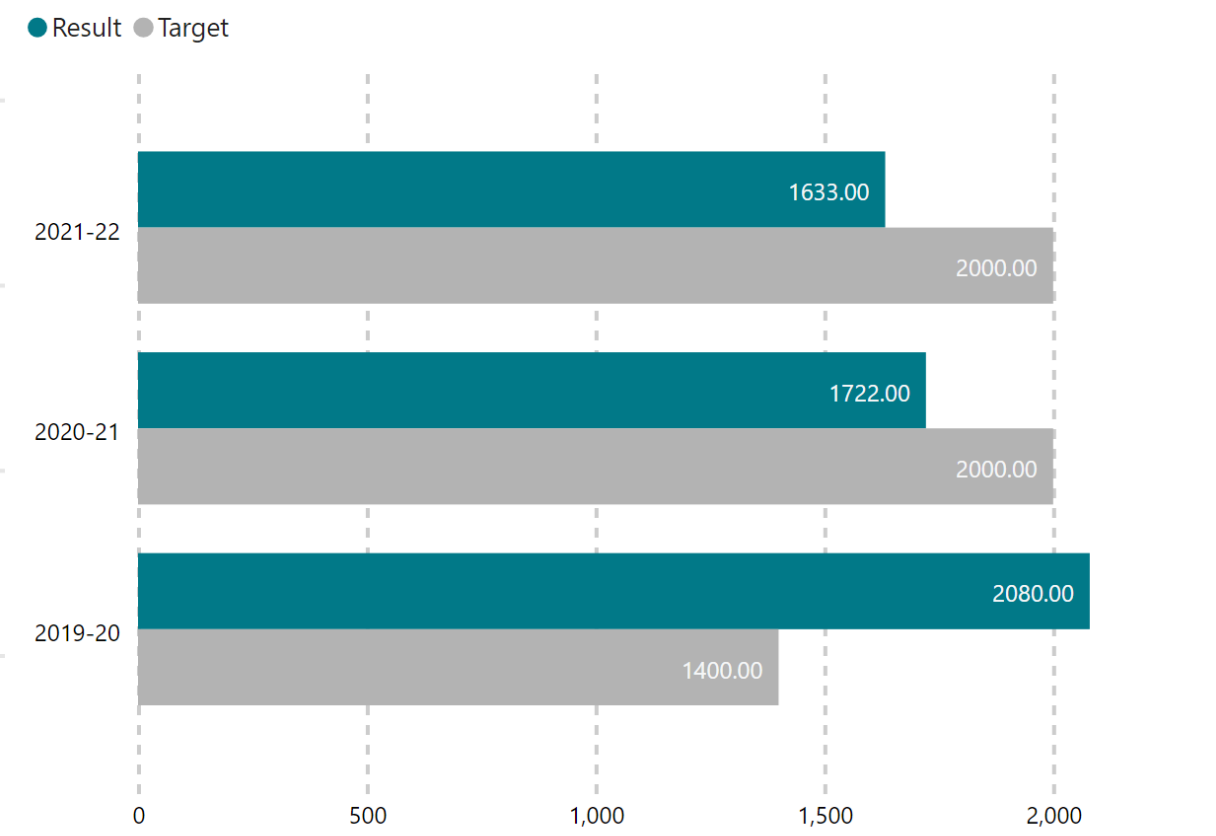
1633

Current Year Target

2000



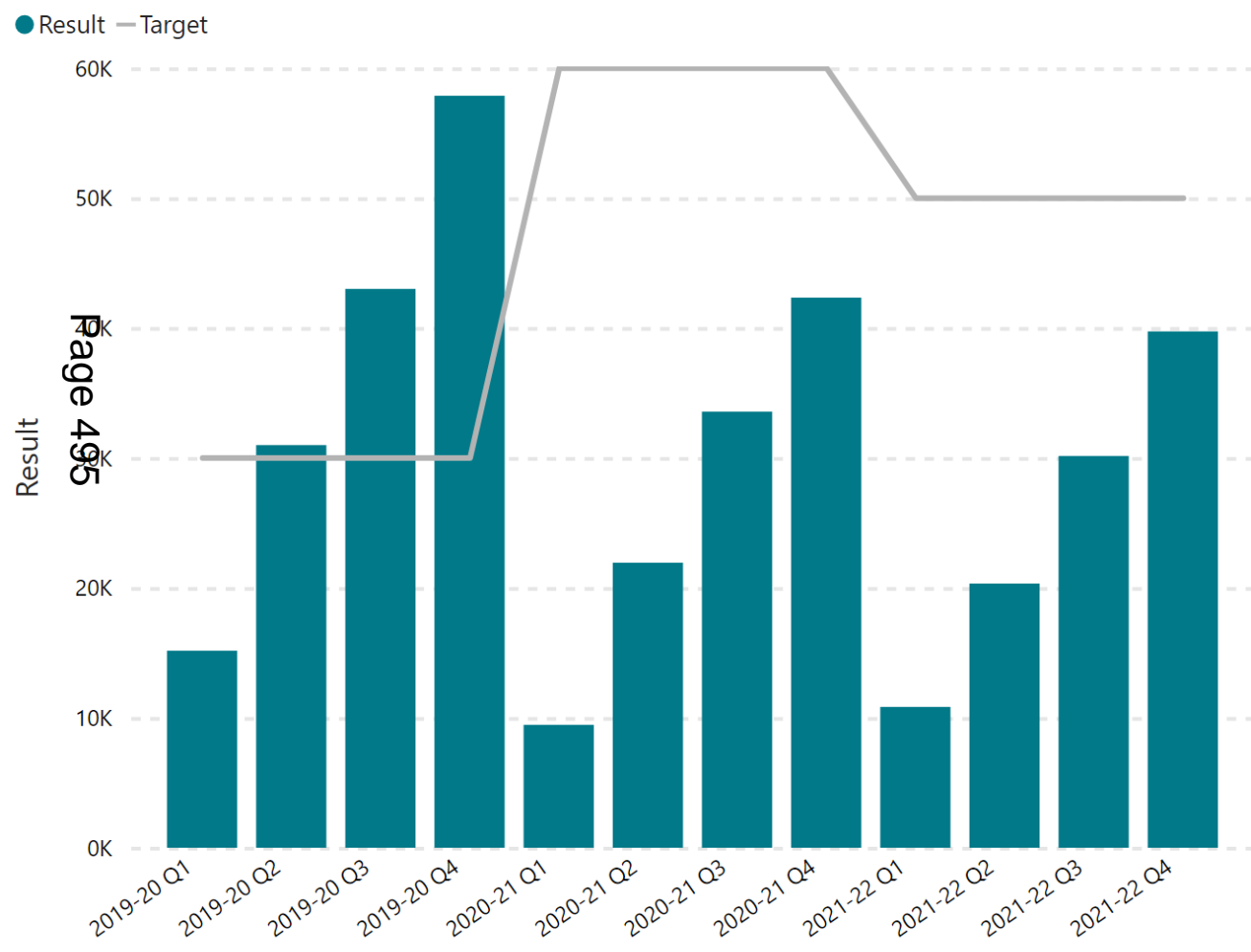
### Year End Result



# Cardiff is a great place to grow older

The total hours of support provided by the Community Resource Team.

Performance by Quarter

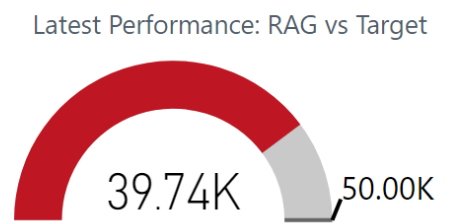


Latest Result

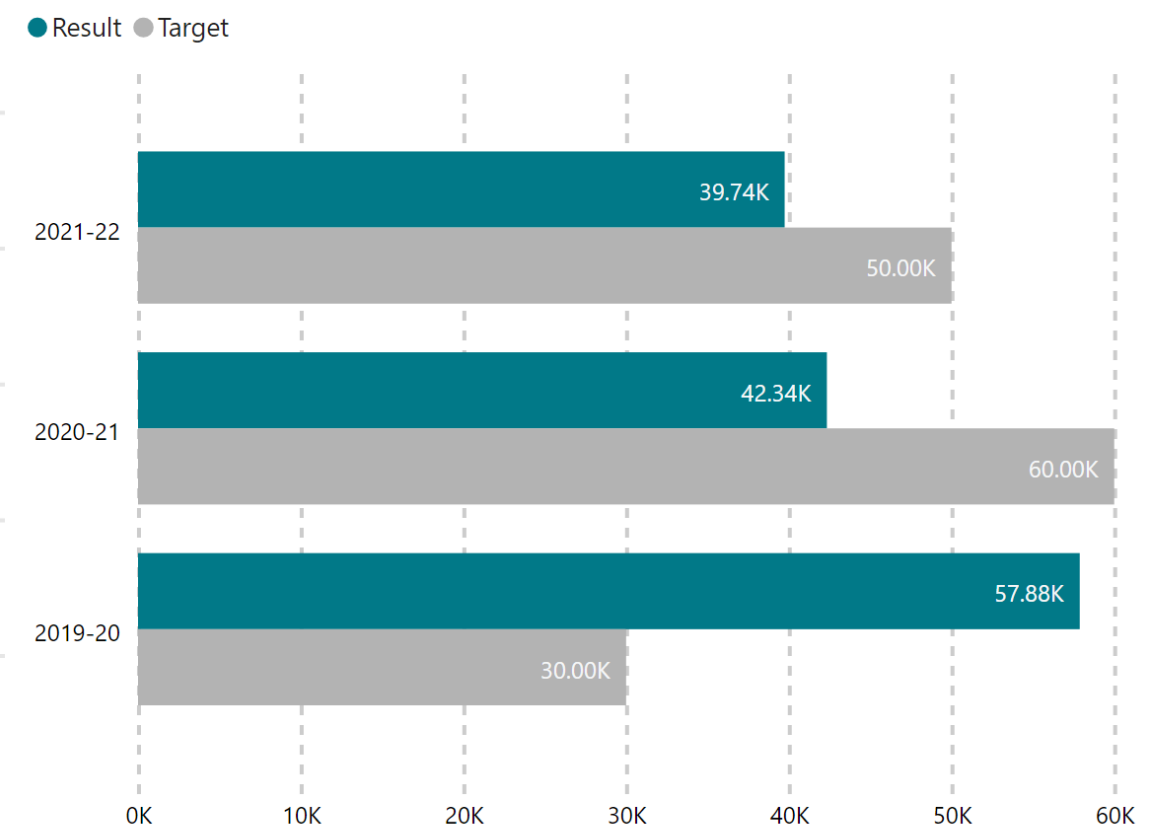
**39744**

Current Year Target

**50000**



Year End Result



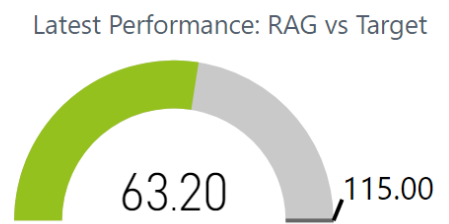
# Cardiff is a great place to grow older

## The number of people in residential care aged 65 or over per 10,000 population

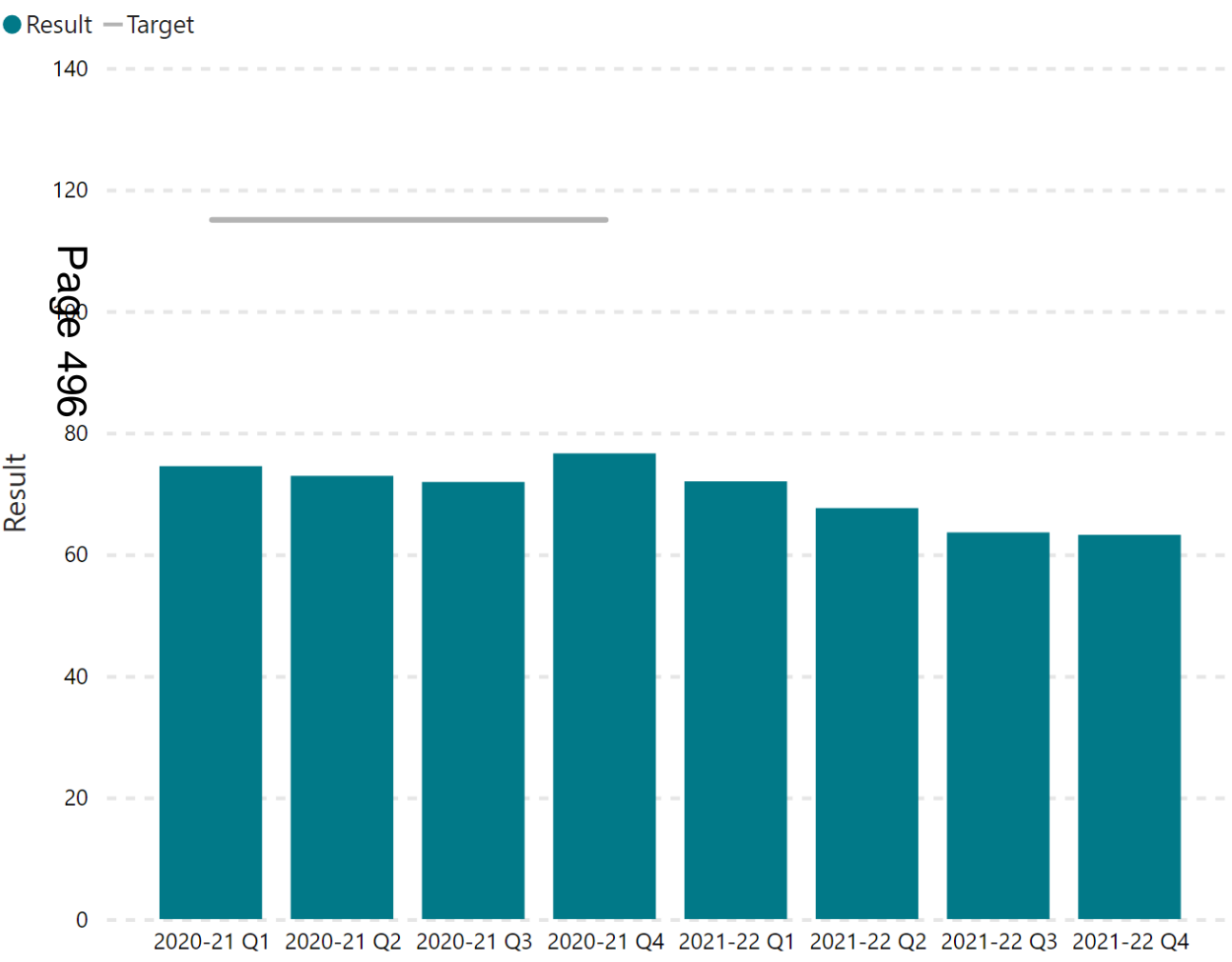
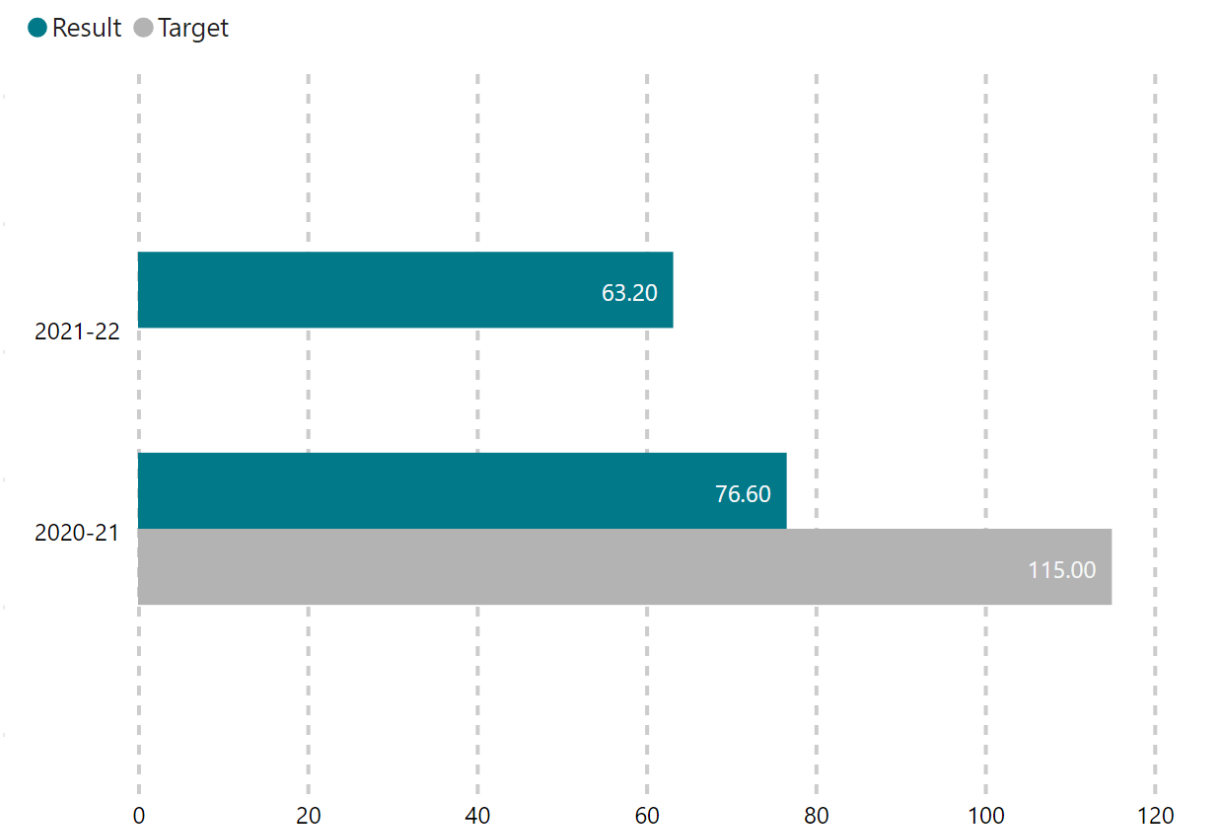
### Performance by Quarter

Latest Result  
**63.2**

Current Year Target  
**115**



### Year End Result



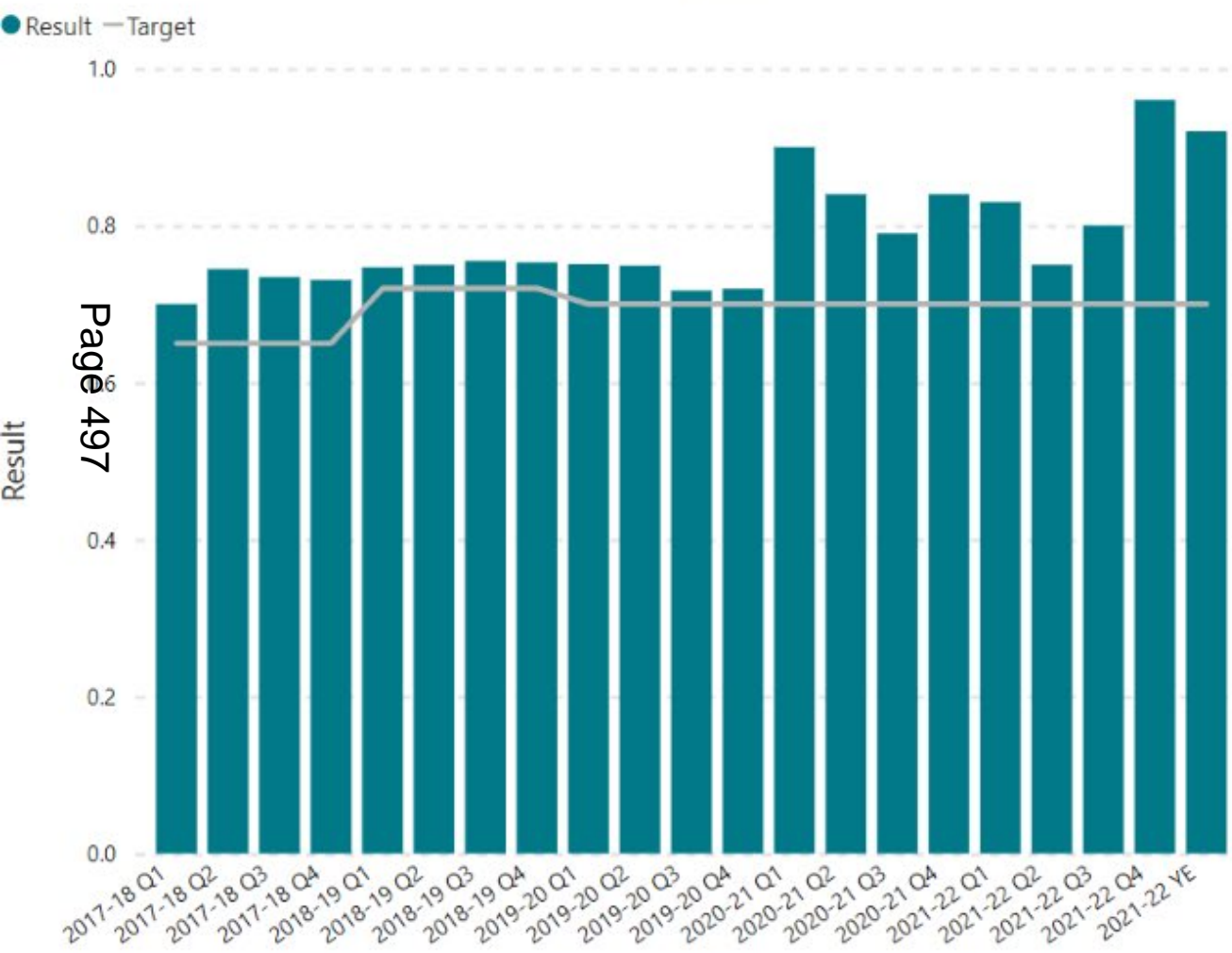
Page 496



# Cardiff is a great place to grow older

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

Performance by Quarter



Latest Result

92.00%

Current Year Target

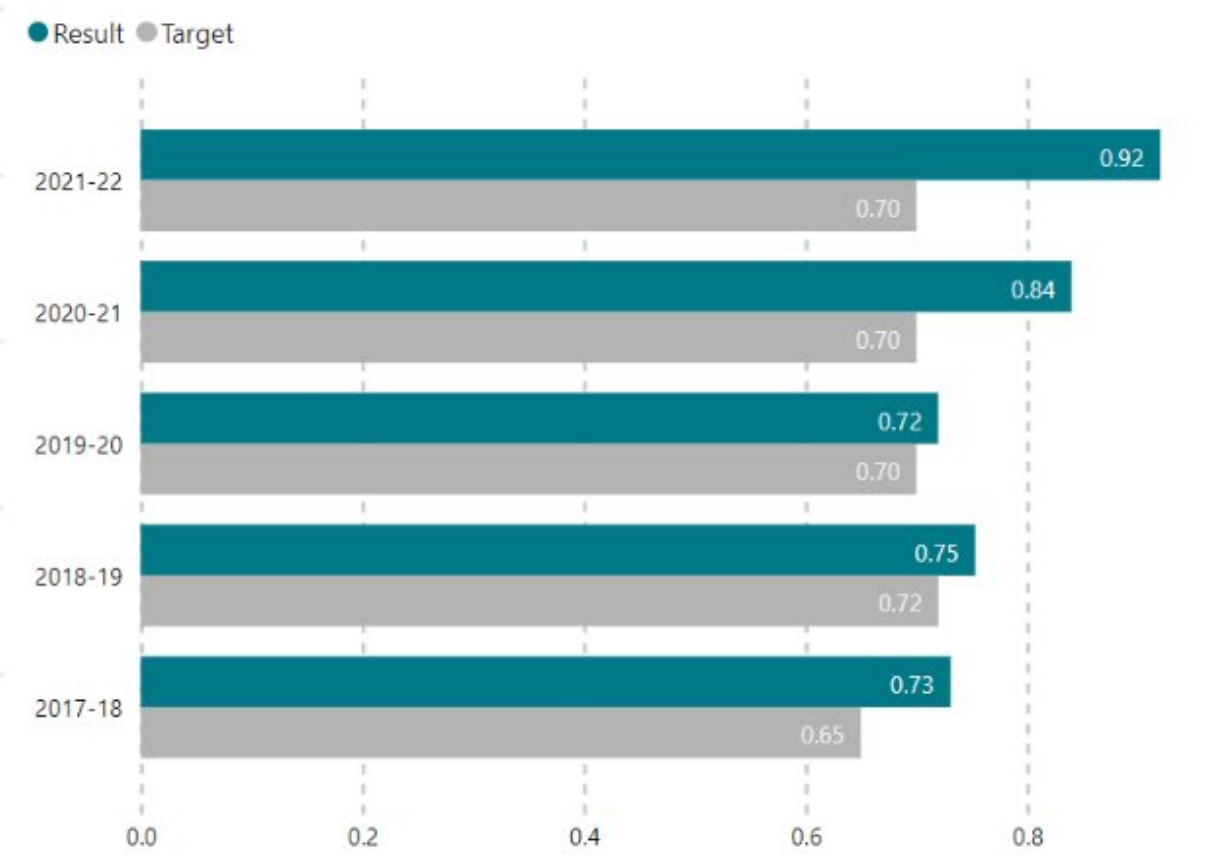
70.00%

Latest Performance: RAG vs Target

0.92

0.70

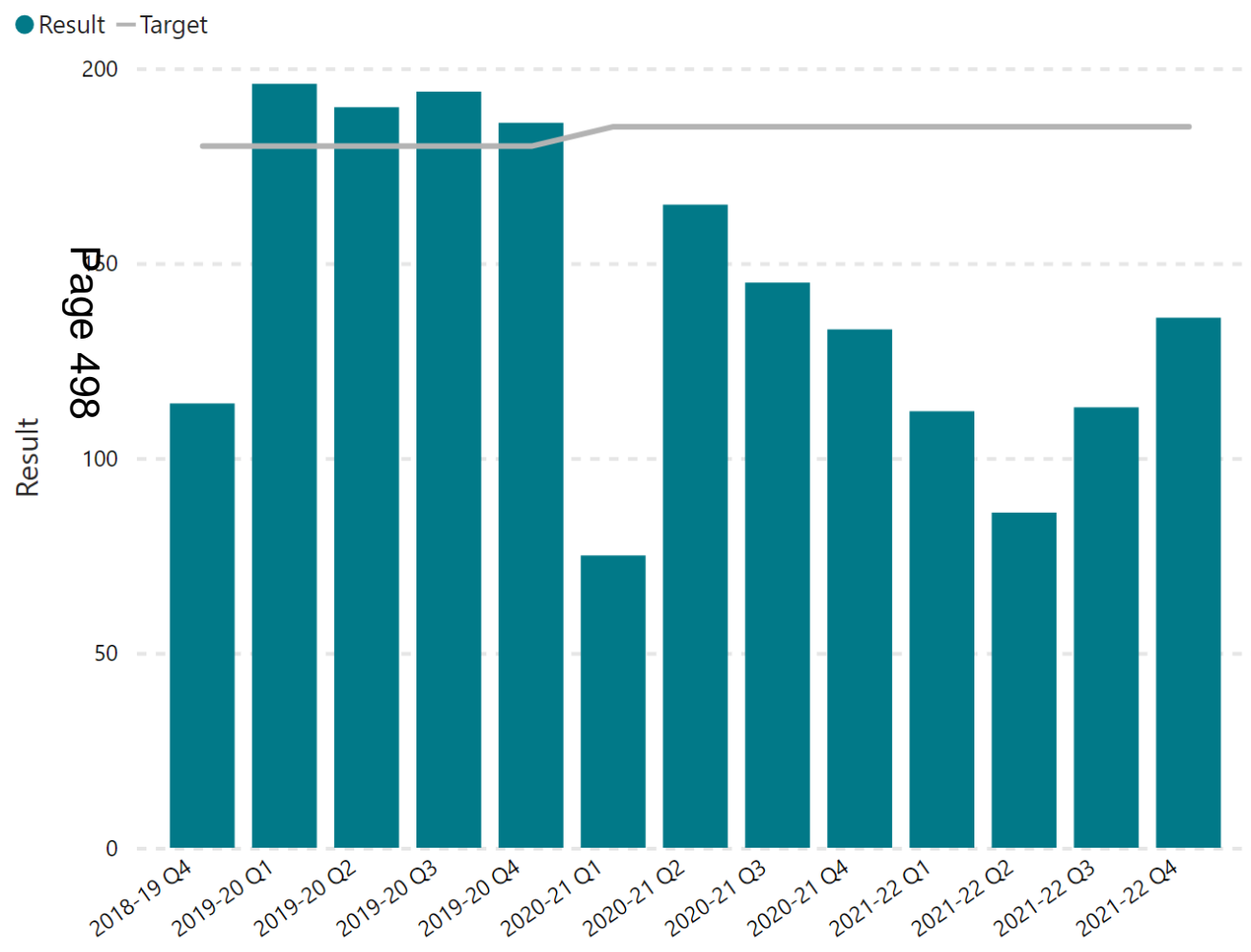
Year End Result



# Cardiff is a great place to grow older

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

## Performance by Quarter

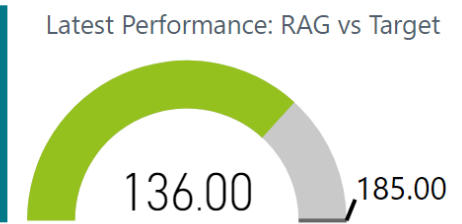


Latest Result

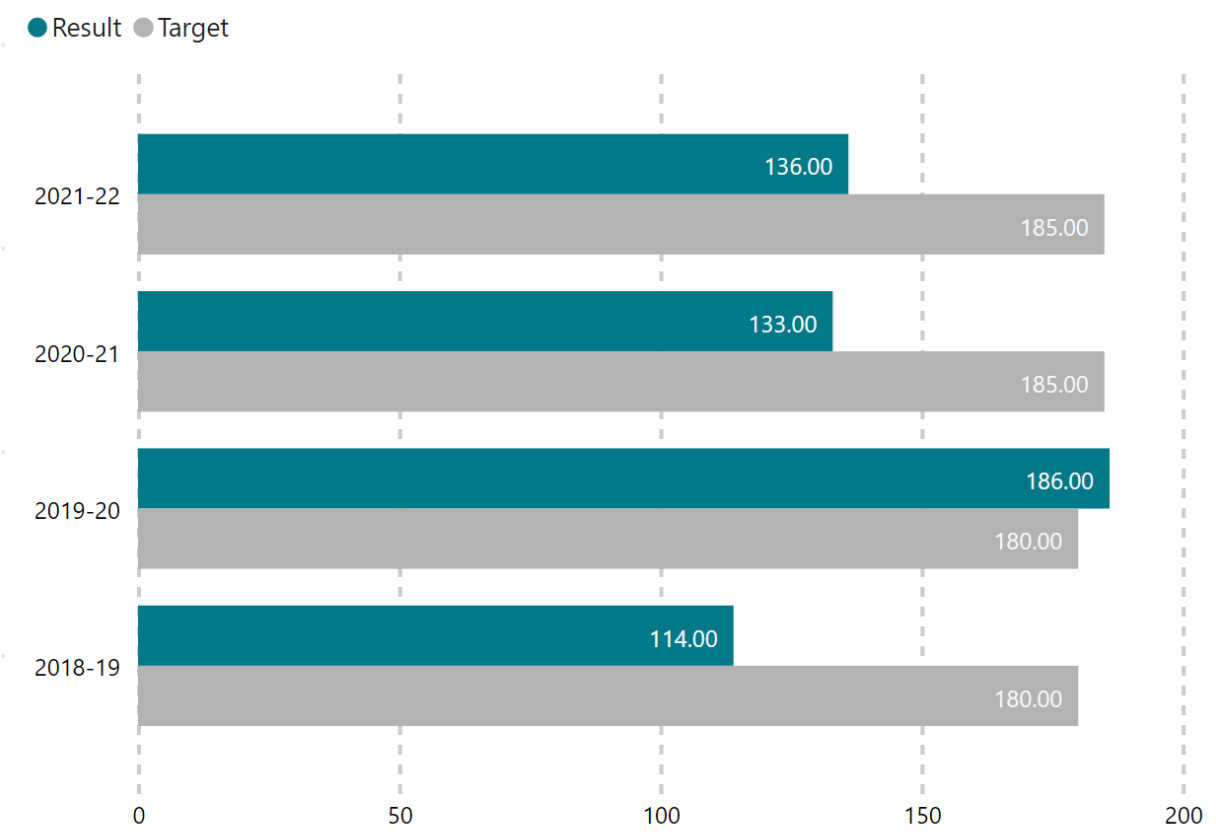
136

Current Year Target

185



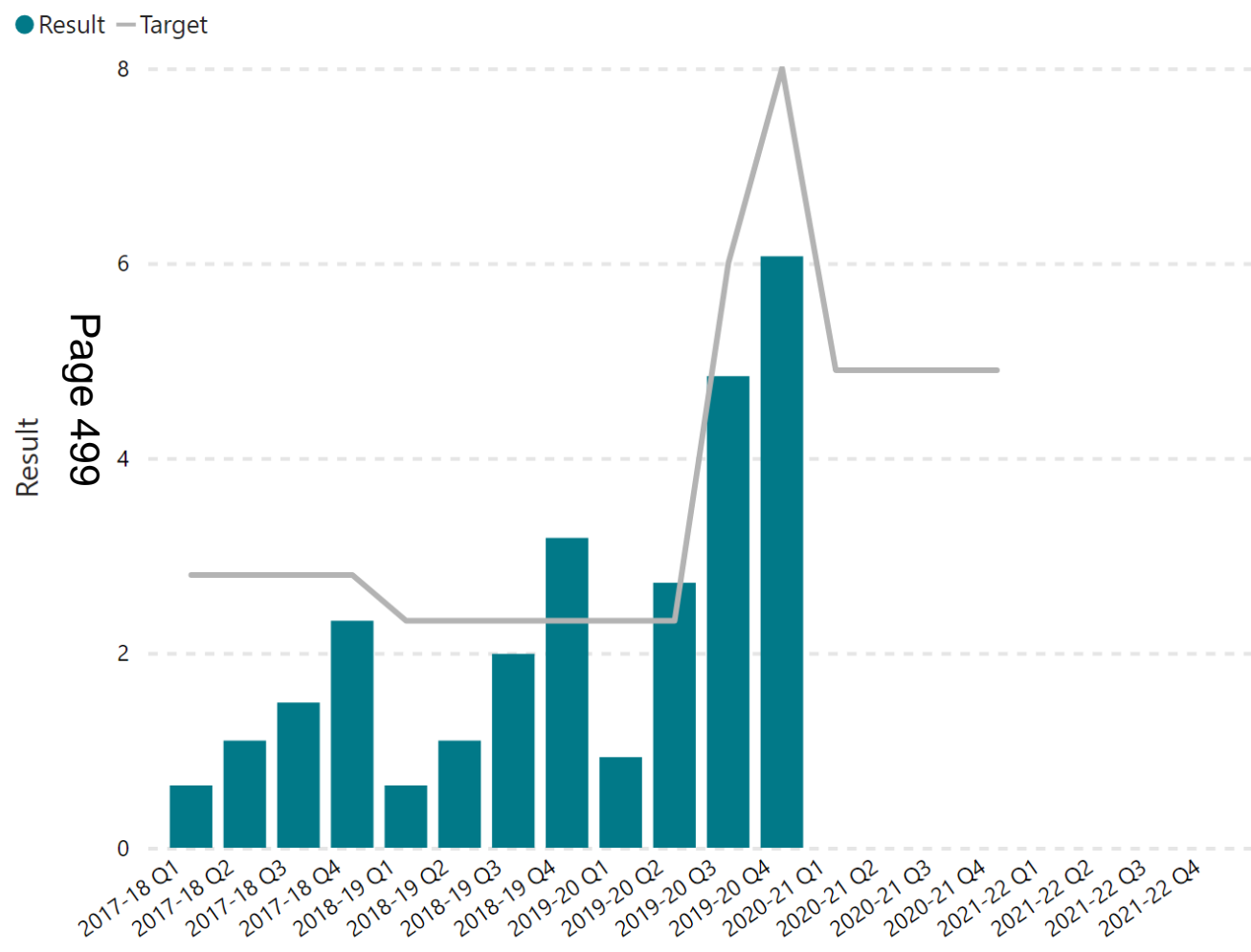
## Year End Result



# Cardiff is a great place to grow older

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

## Performance by Quarter

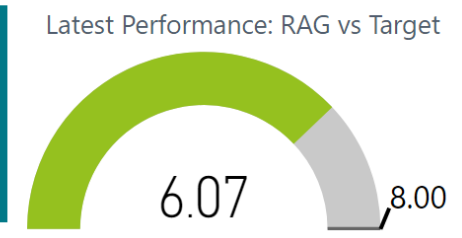


Latest Result

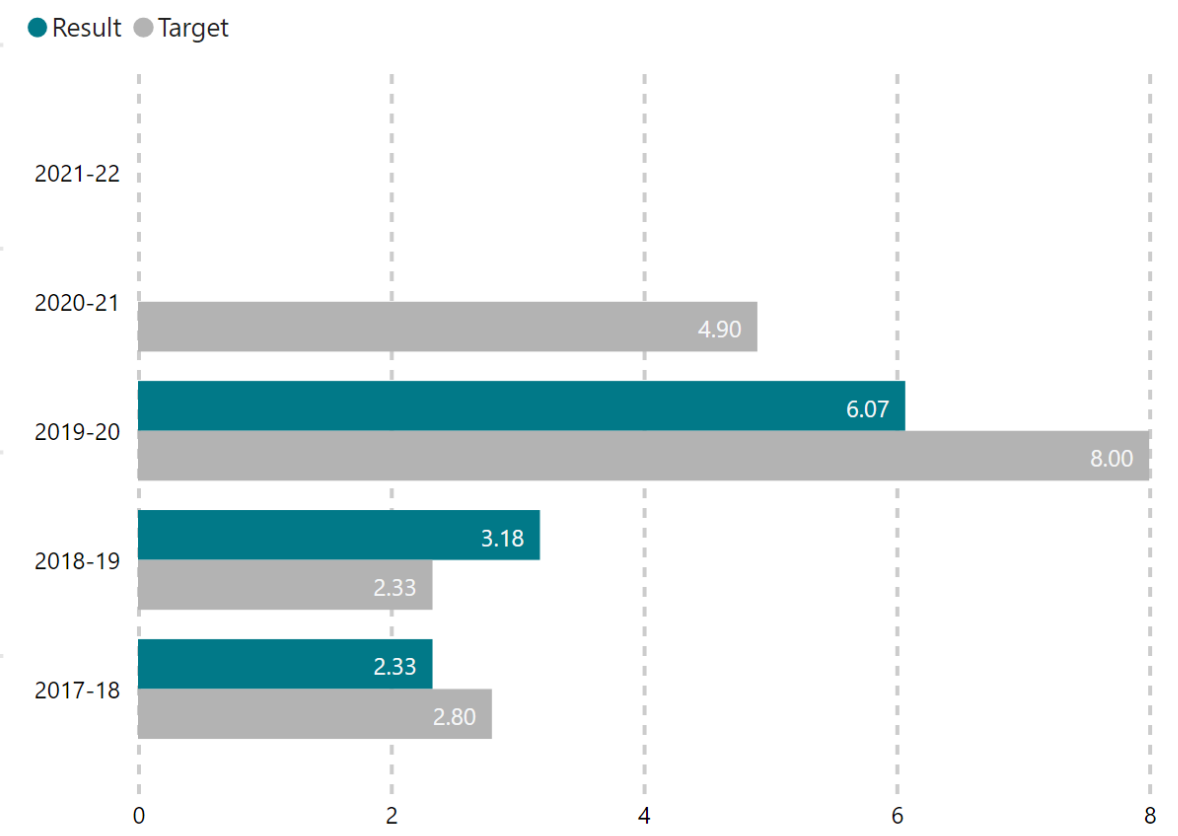
6.07

Current Year Target

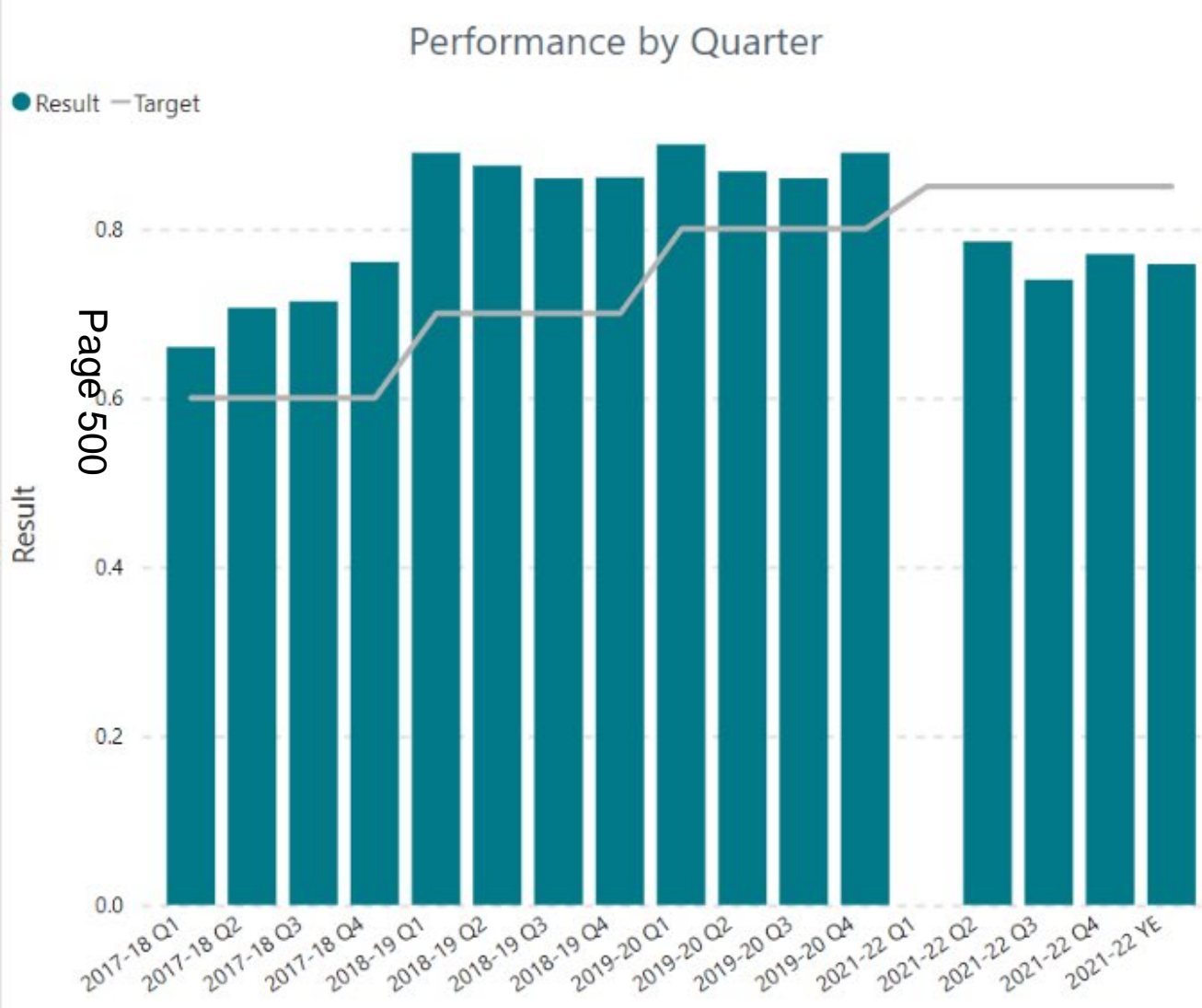
4.9



## Year End Result



The percentage of people who feel reconnected into their community through direct and digital intervention from the Day Opportuni...



Latest Result

## 75.85%

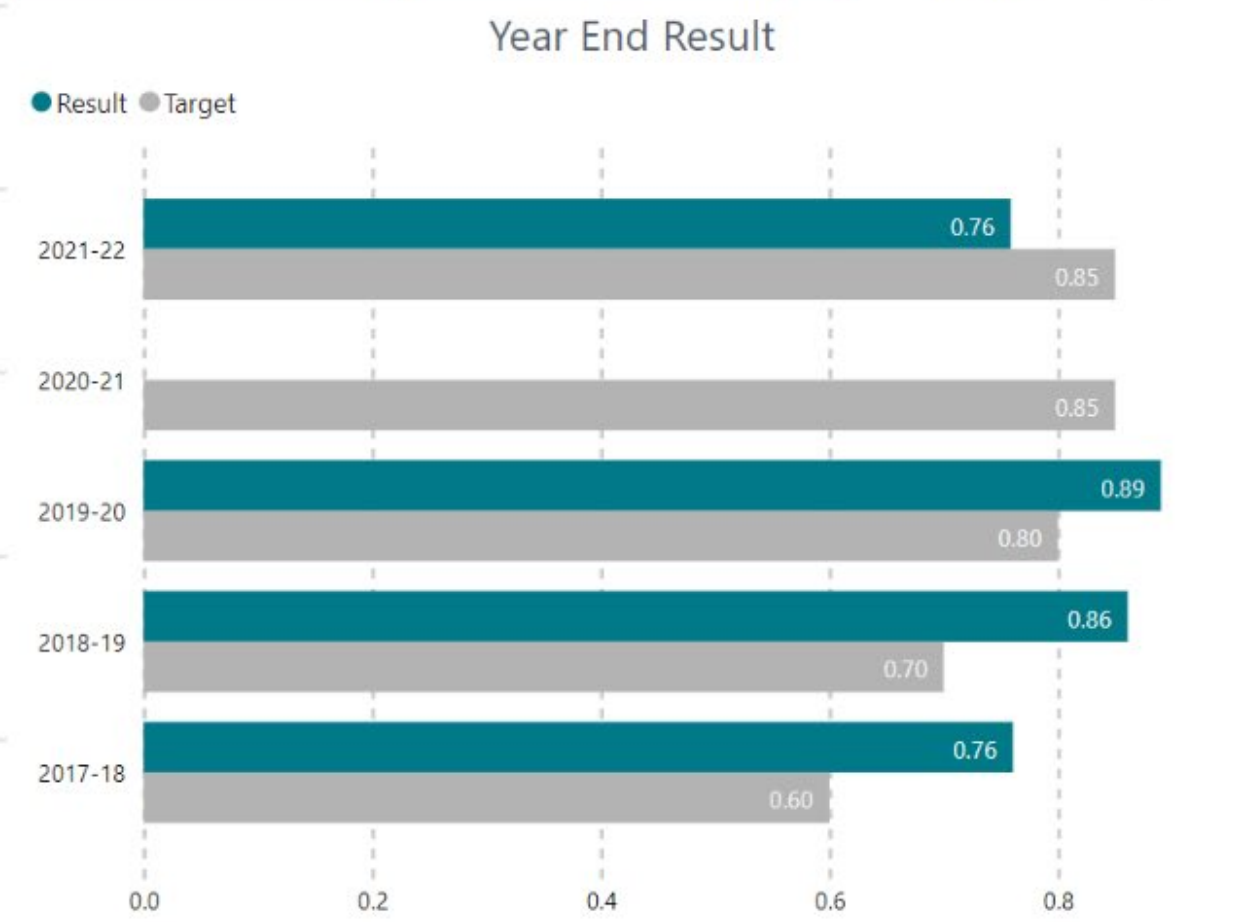
Current Year Target

## 85.00%

Latest Performance: RAG vs Target

0.76

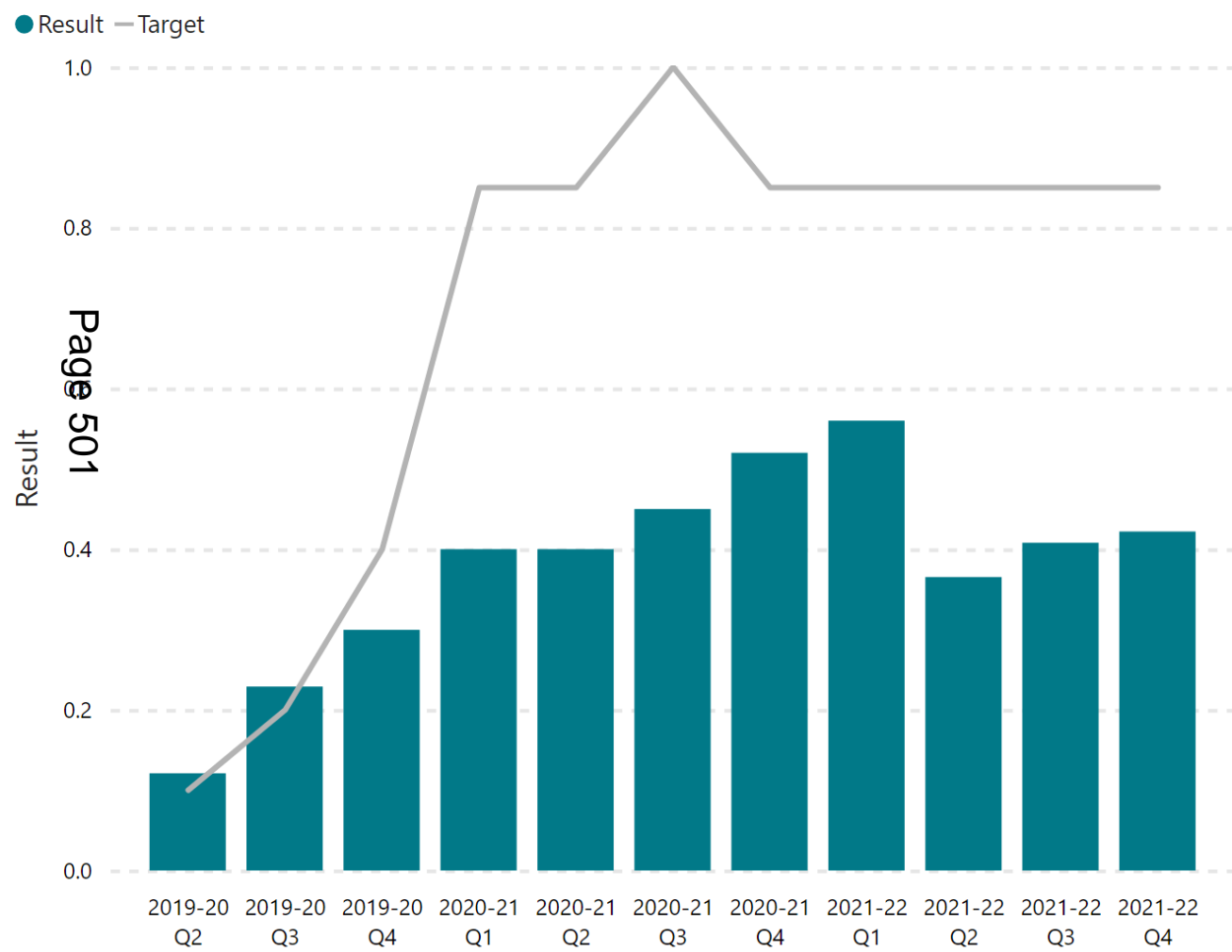
0.85



# Cardiff is a great place to grow older

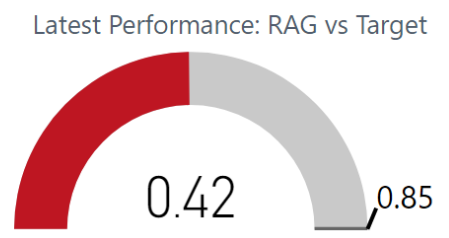
## The percentage of Council staff completing Dementia Friends training

Performance by Quarter



Latest Result  
**42.20%**

Current Year Target  
**85.00%**



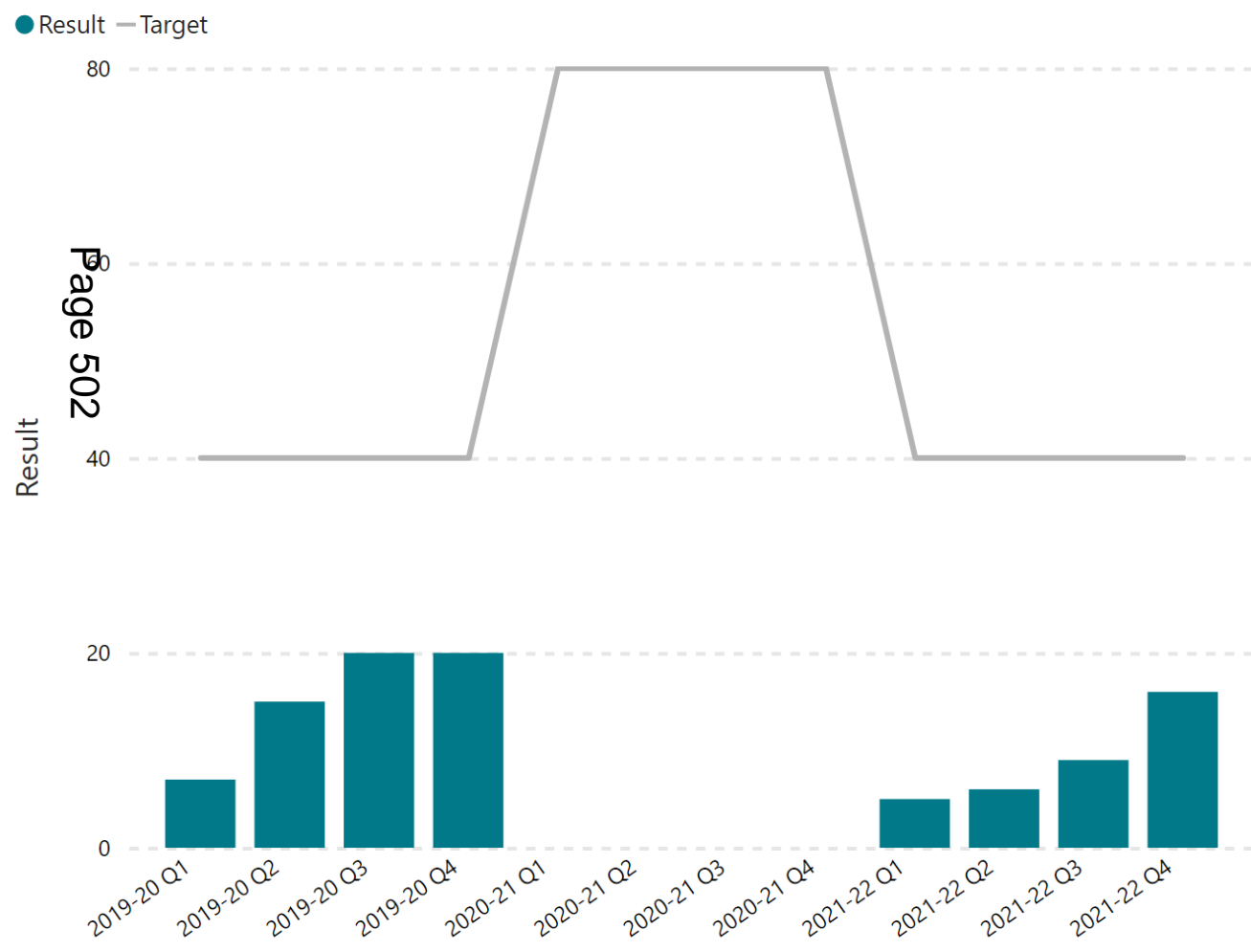
Year End Result



# Cardiff is a great place to grow older

## The number of businesses pledging their commitment to work towards becoming Dementia Friendly

### Performance by Quarter

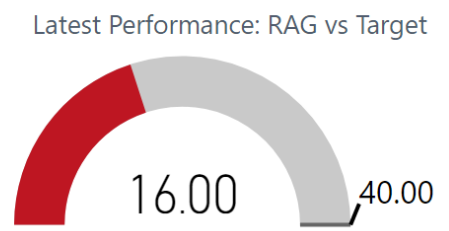


Latest Result

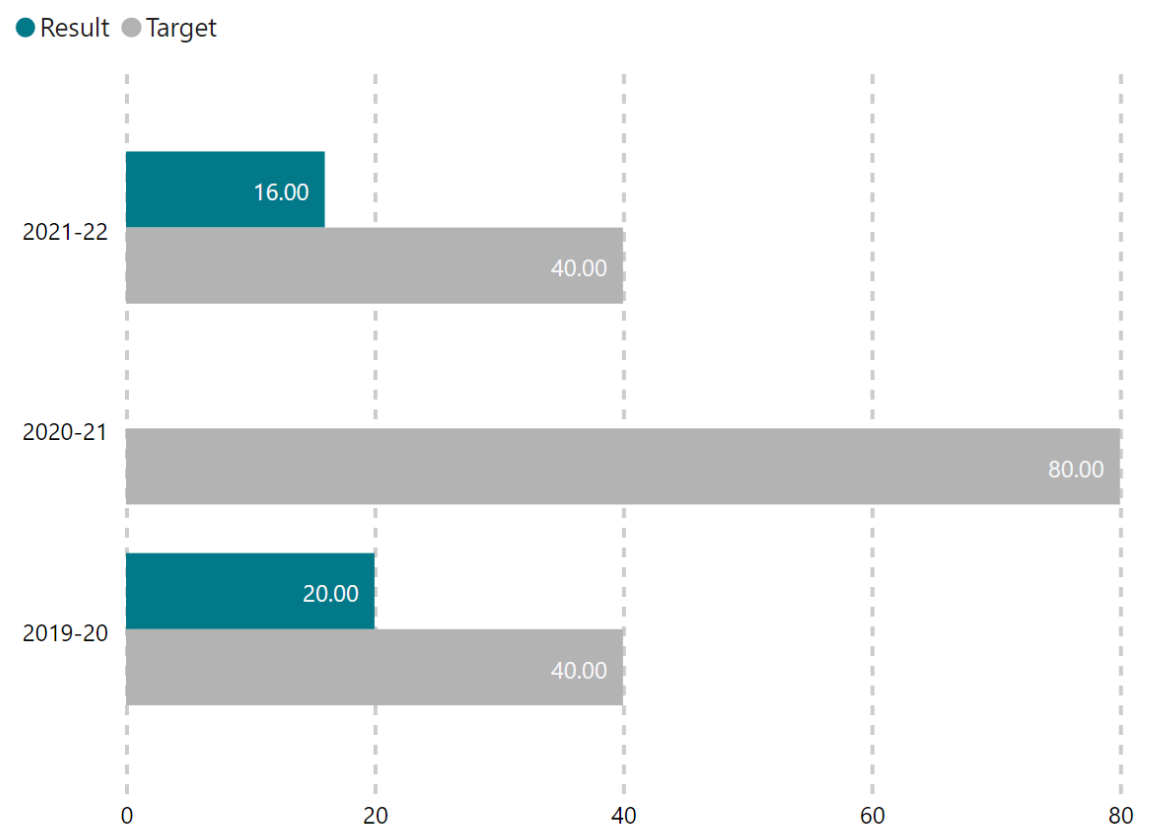
16

Current Year Target

40



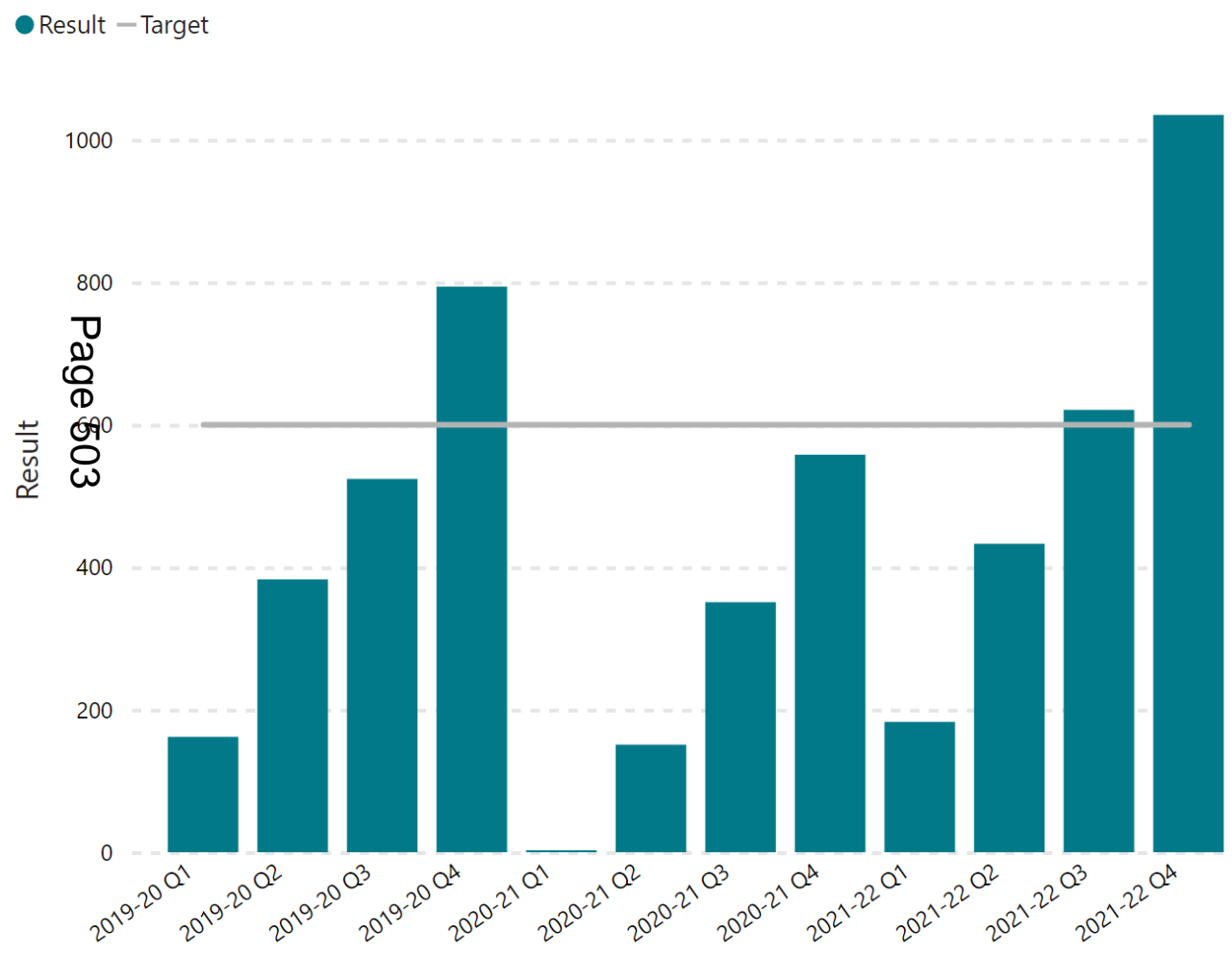
### Year End Result



# Cardiff is a great place to grow older

The number of digital Dementia Friendly City events held.

## Performance by Quarter

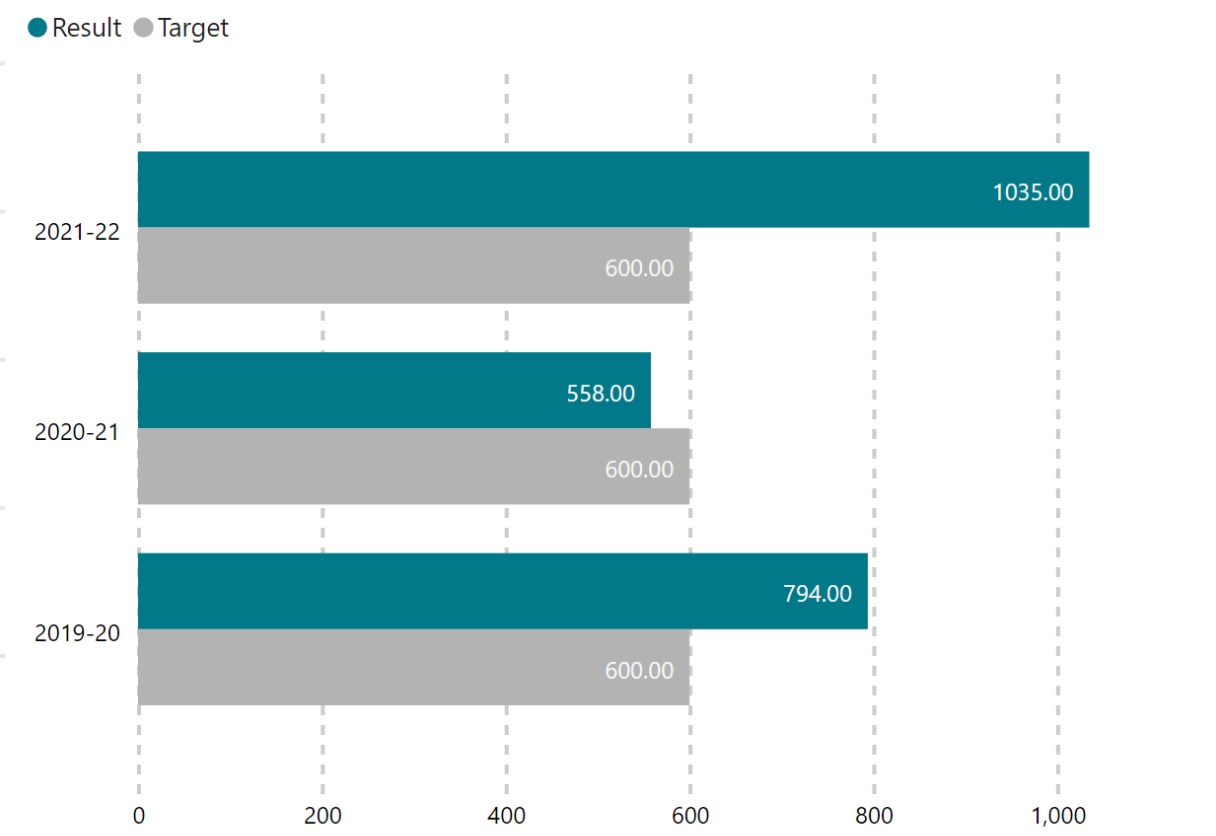


Latest Result  
**1035**

Current Year Target  
**600**

Latest Performance: RAG vs Target  
**1.04K** / 600.00

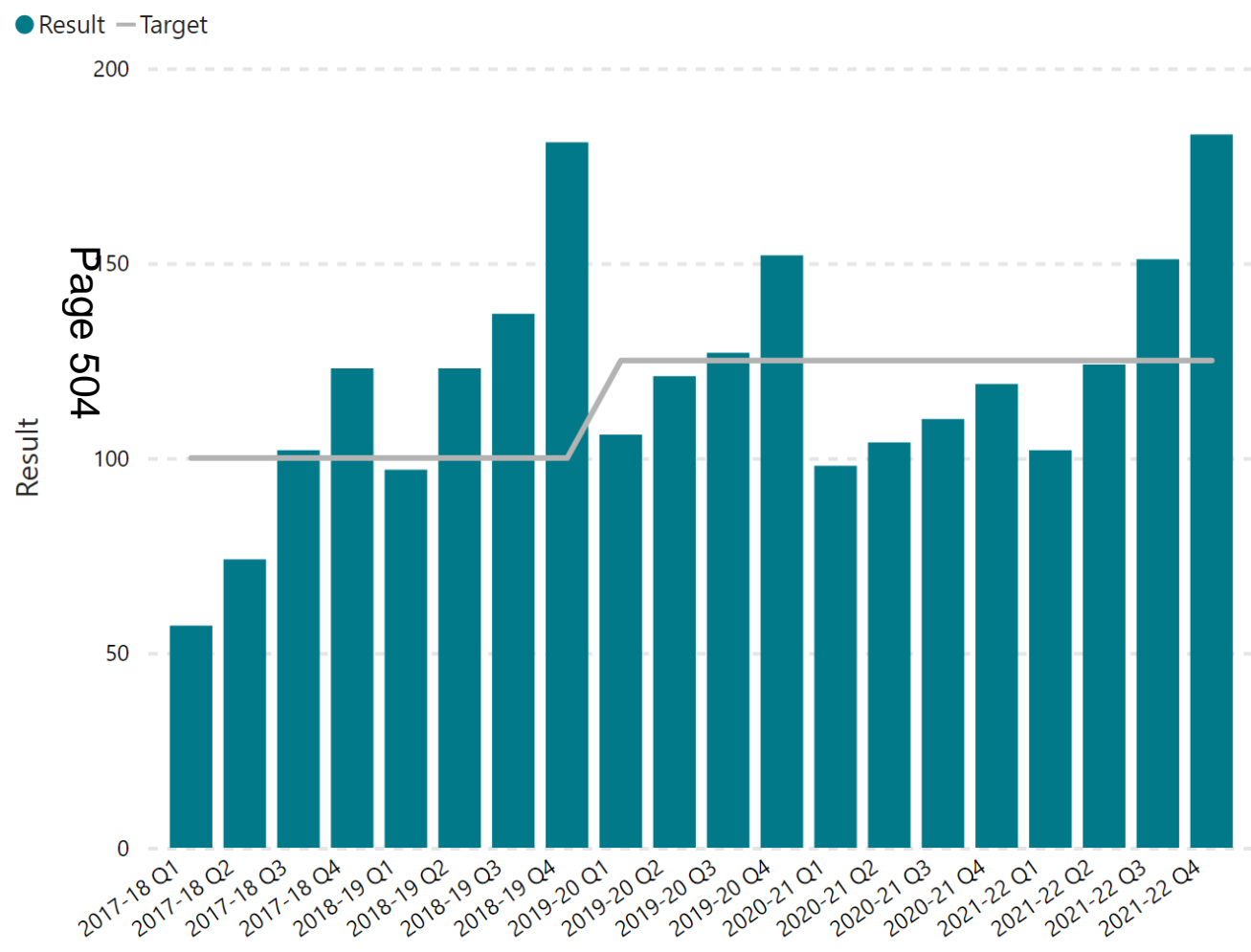
## Year End Result



# Supporting people out of poverty

## The number of opportunities created for paid apprenticeships and trainees within the Council

### Performance by Quarter

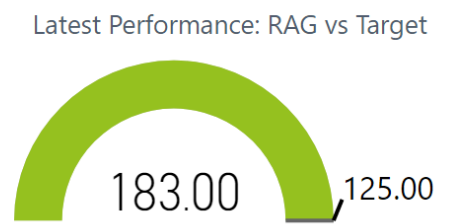


Latest Result

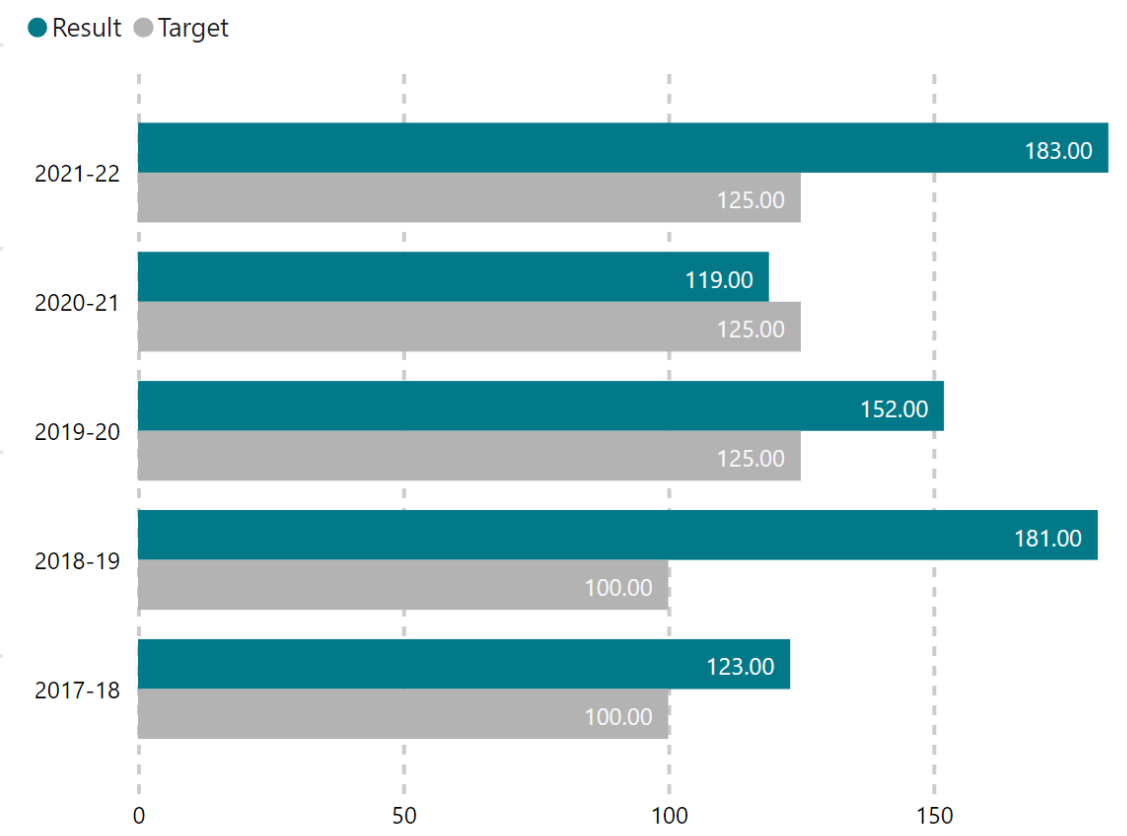
**183**

Current Year Target

**125**



### Year End Result

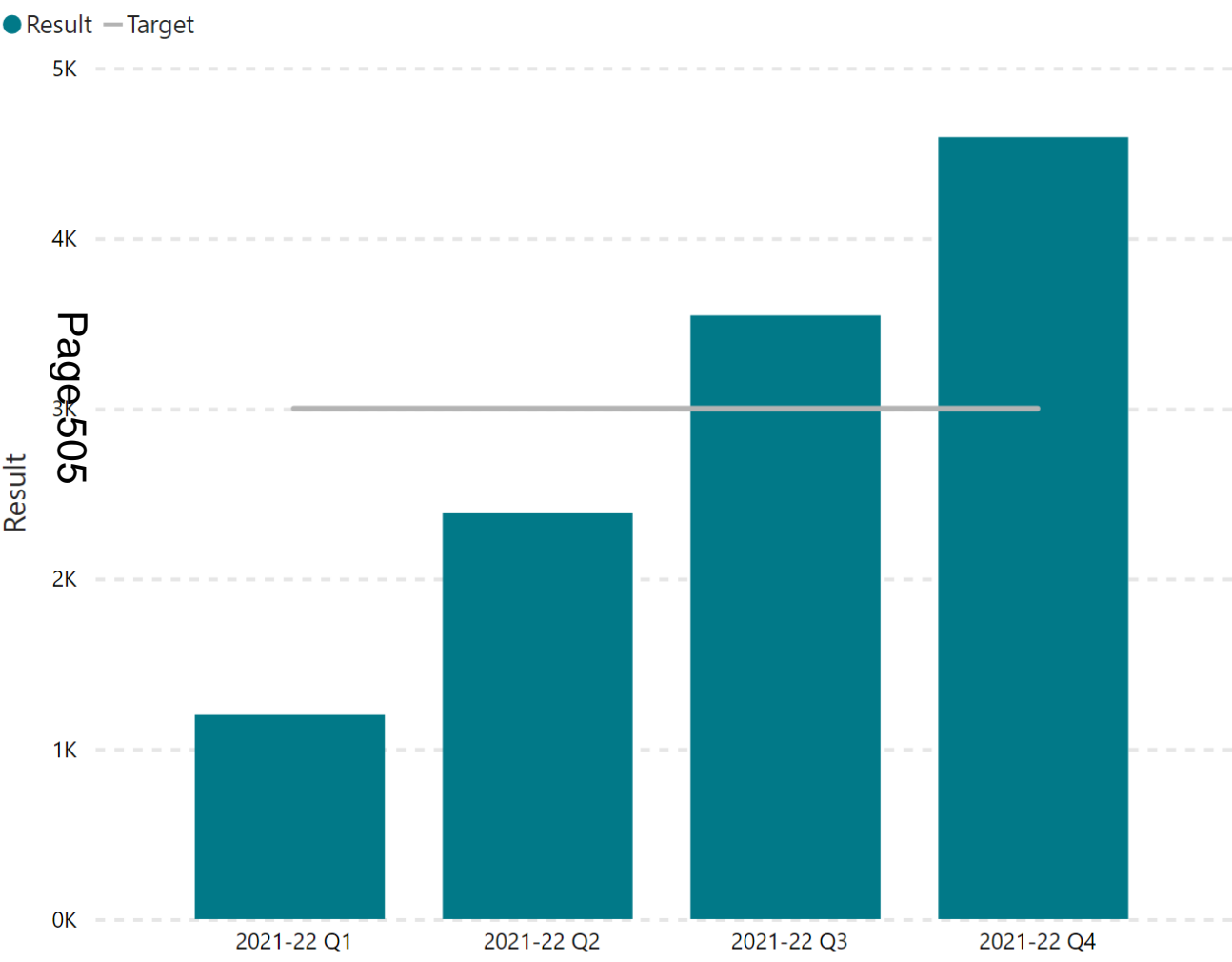




# Supporting people out of poverty

## The number of Council posts filled through placements from Cardiff Works

### Performance by Quarter

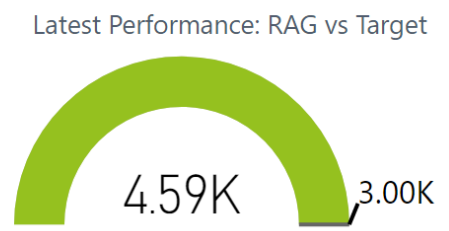


Latest Result

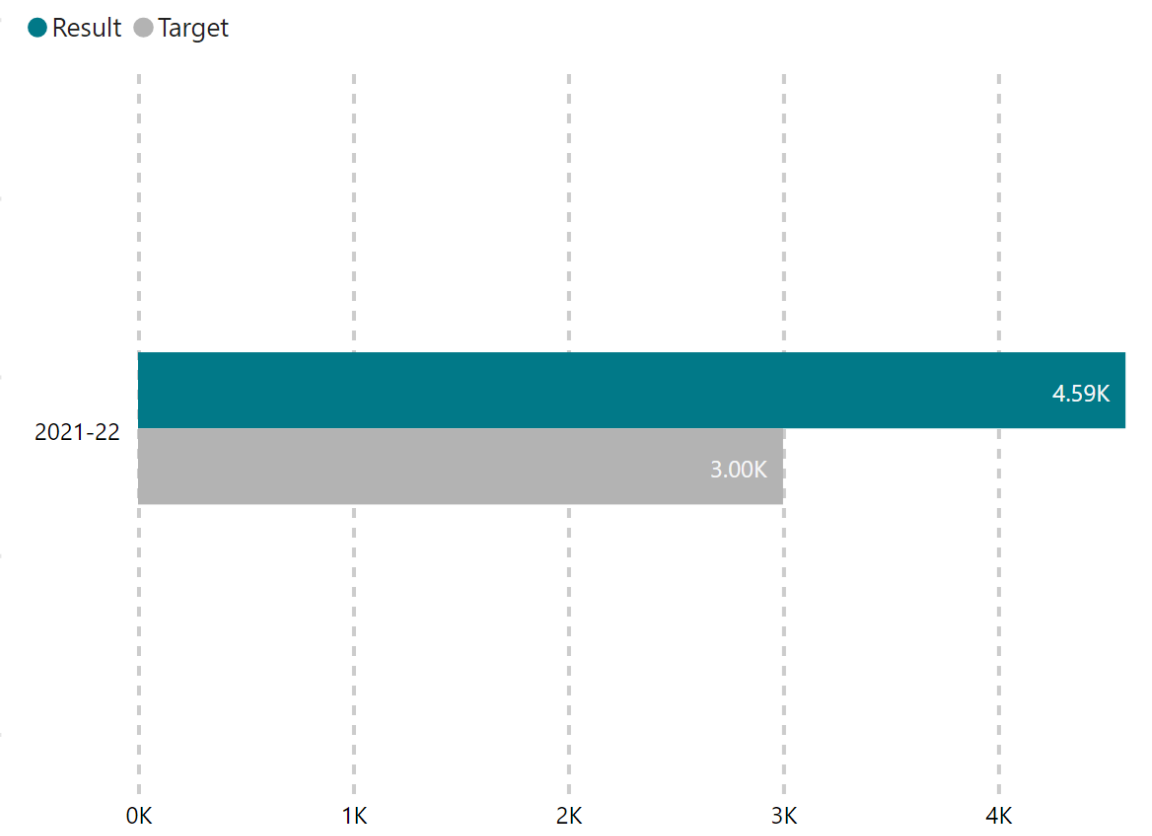
**4593**

Current Year Target

**3000**



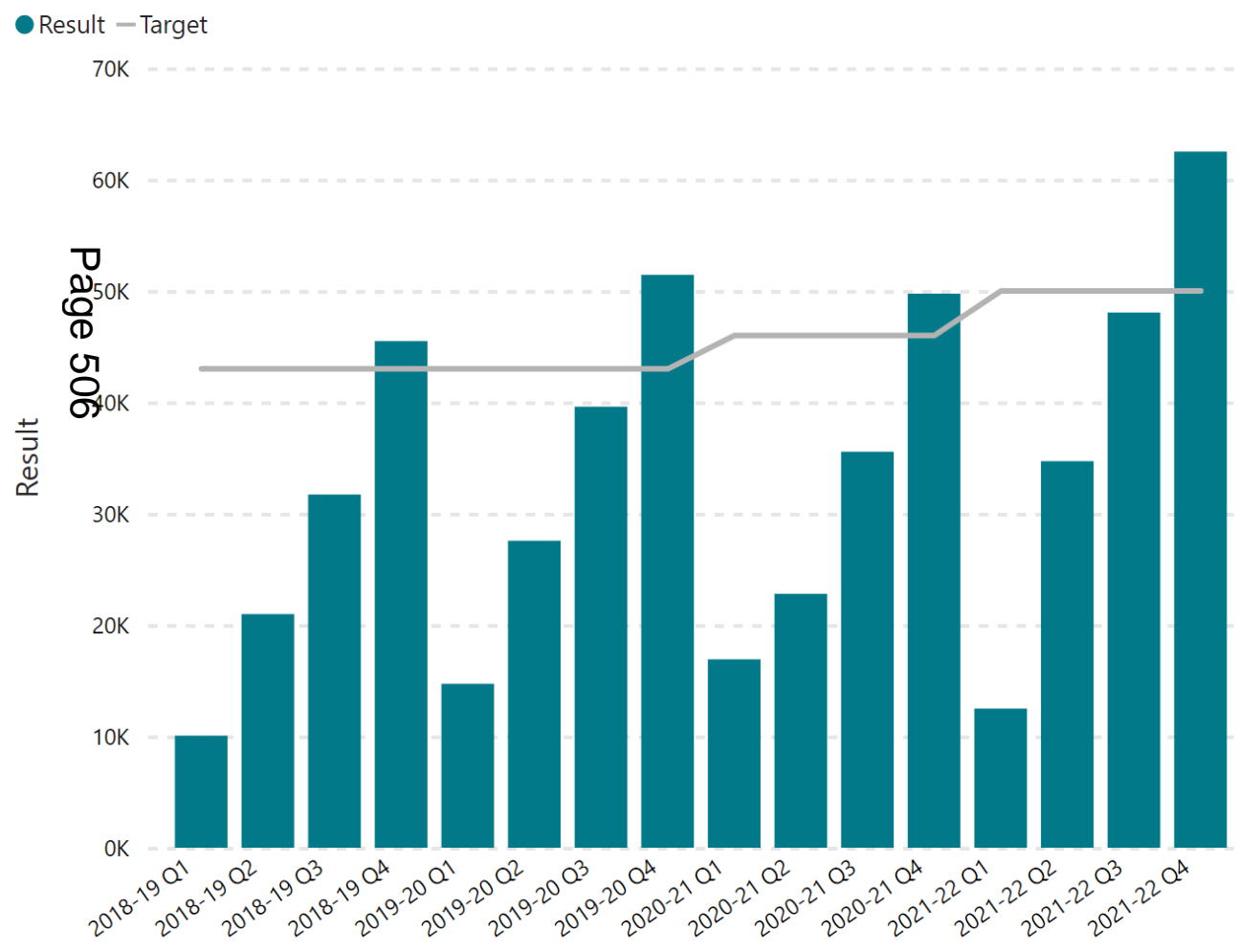
### Year End Result



# Supporting people out of poverty

The number of interventions which supported people receiving into work advice through the Gateway.

Performance by Quarter

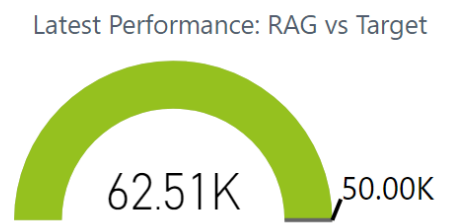


Latest Result

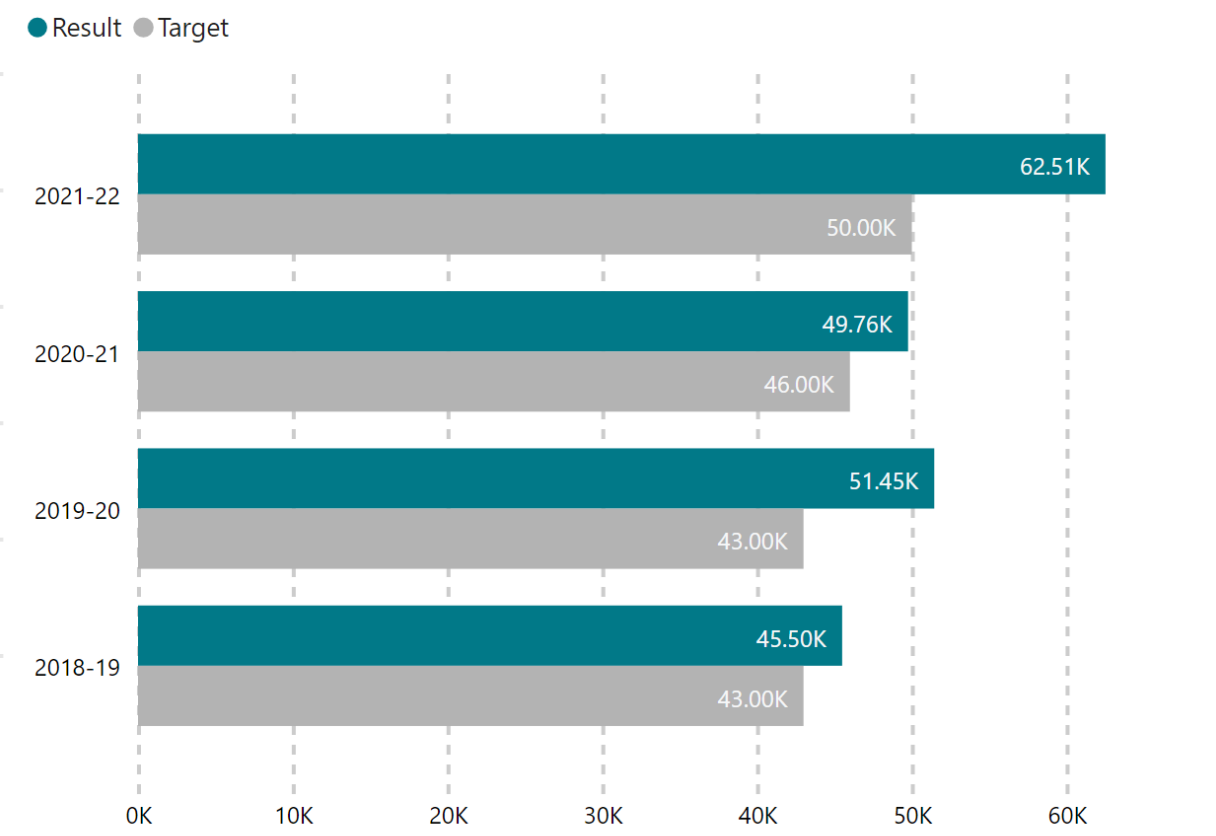
**62513**

Current Year Target

**50000**



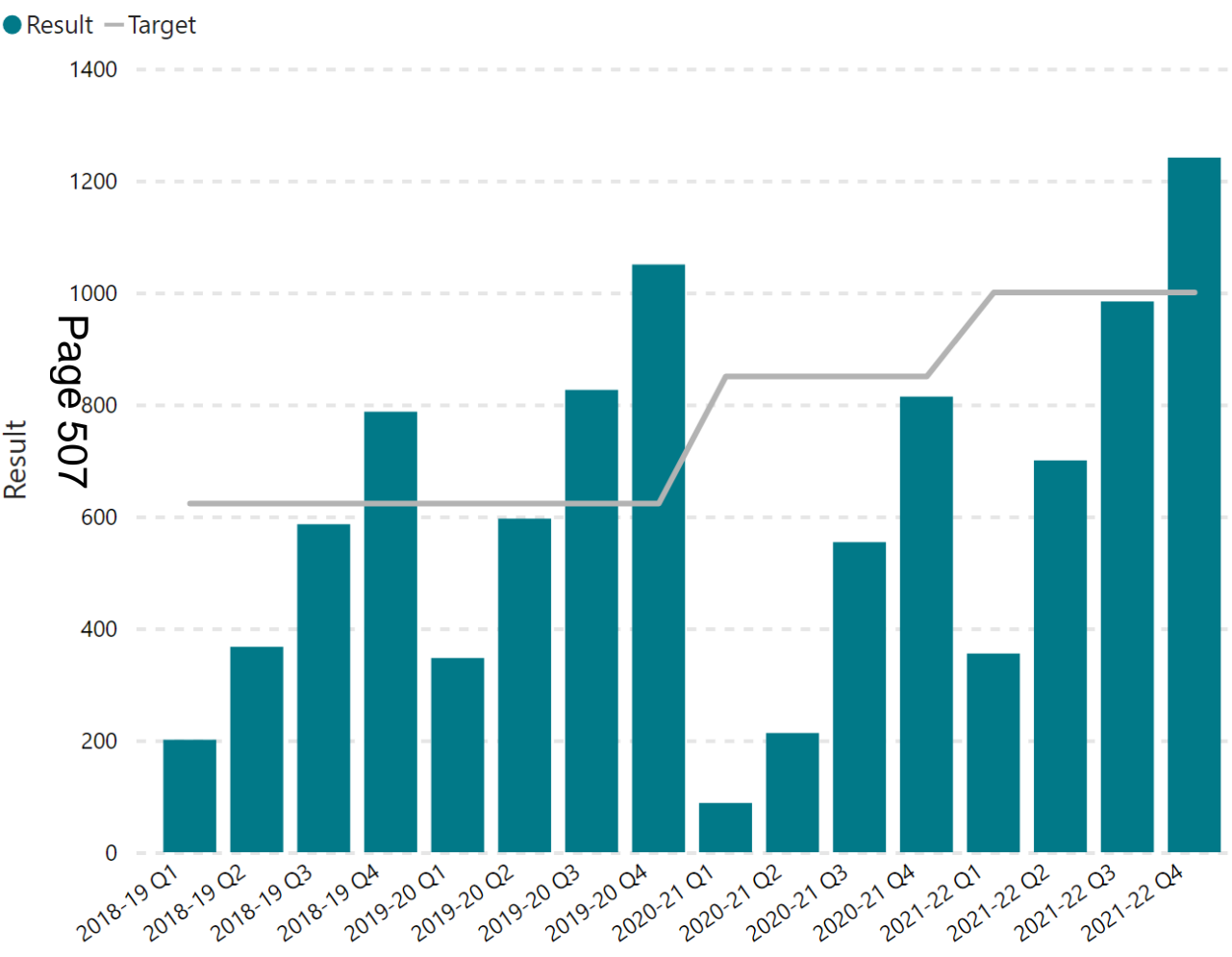
Year End Result



# Supporting people out of poverty

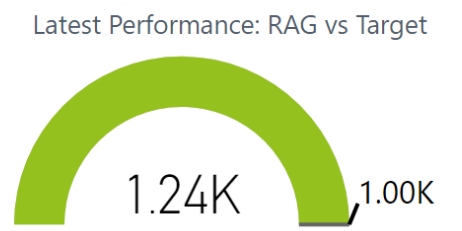
The number of clients who have received tailored support through the Employment Gateway and who secured work as a result of the...

Performance by Quarter

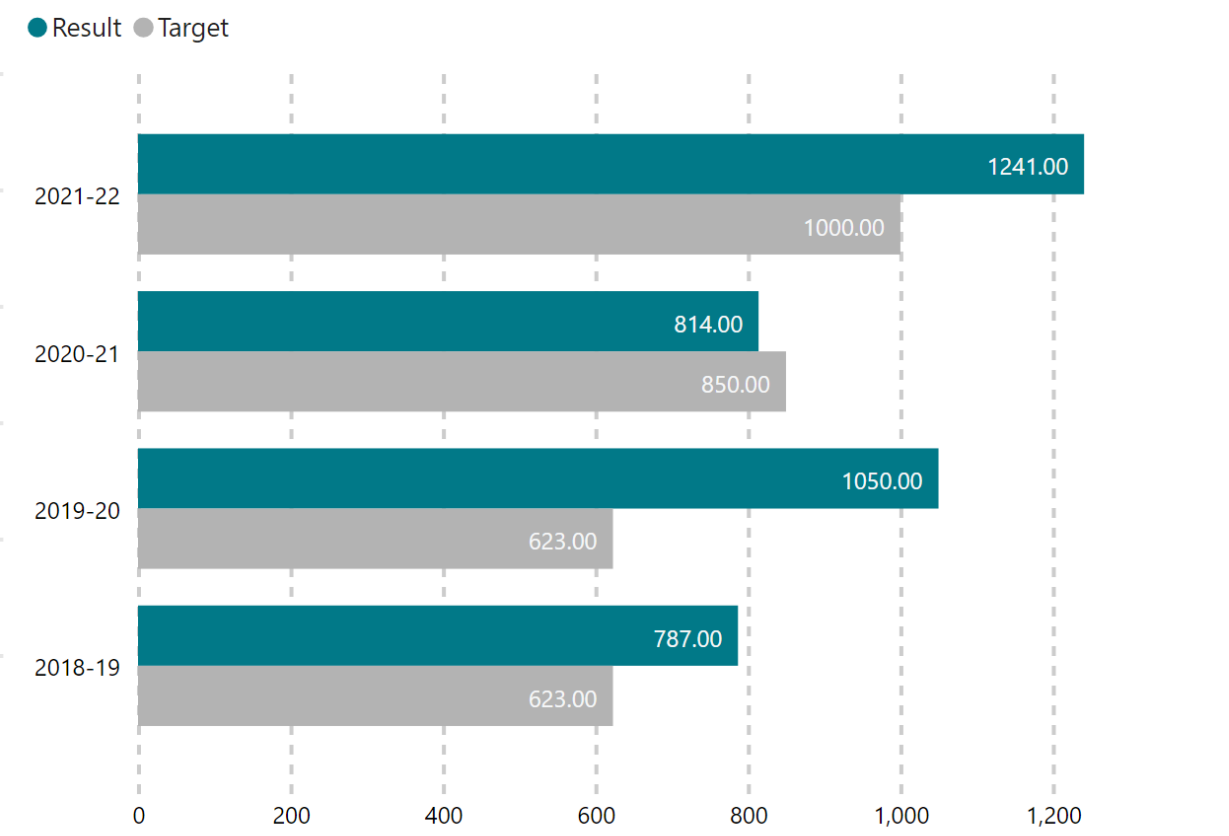


Latest Result  
**1241**

Current Year Target  
**1000**

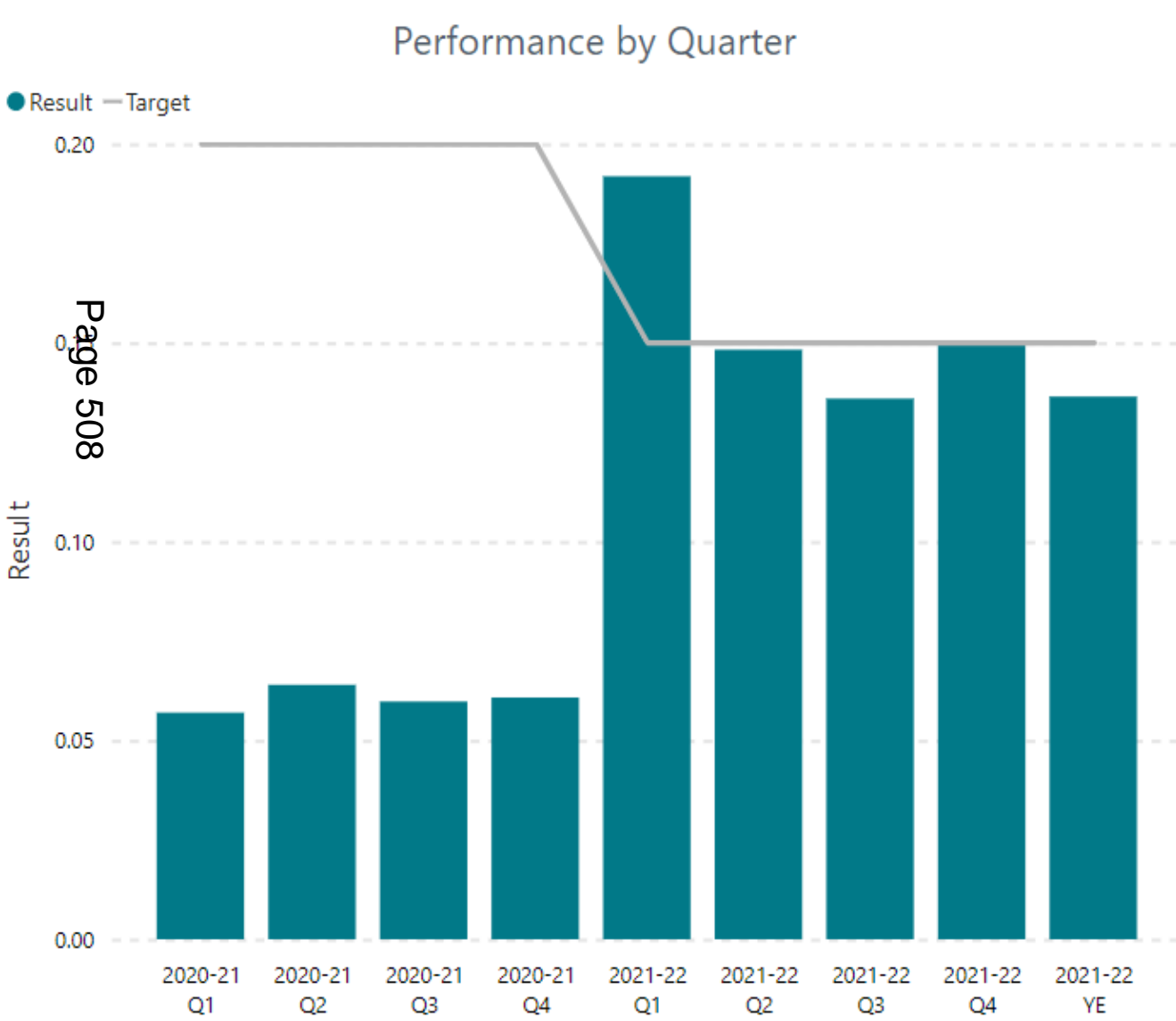


Year End Result



# Supporting people out of poverty

The percentage of those supported through targeted intervention who ceased engagement with no verified positive destination (less ...



Latest Result

13.65%

Current Year Target

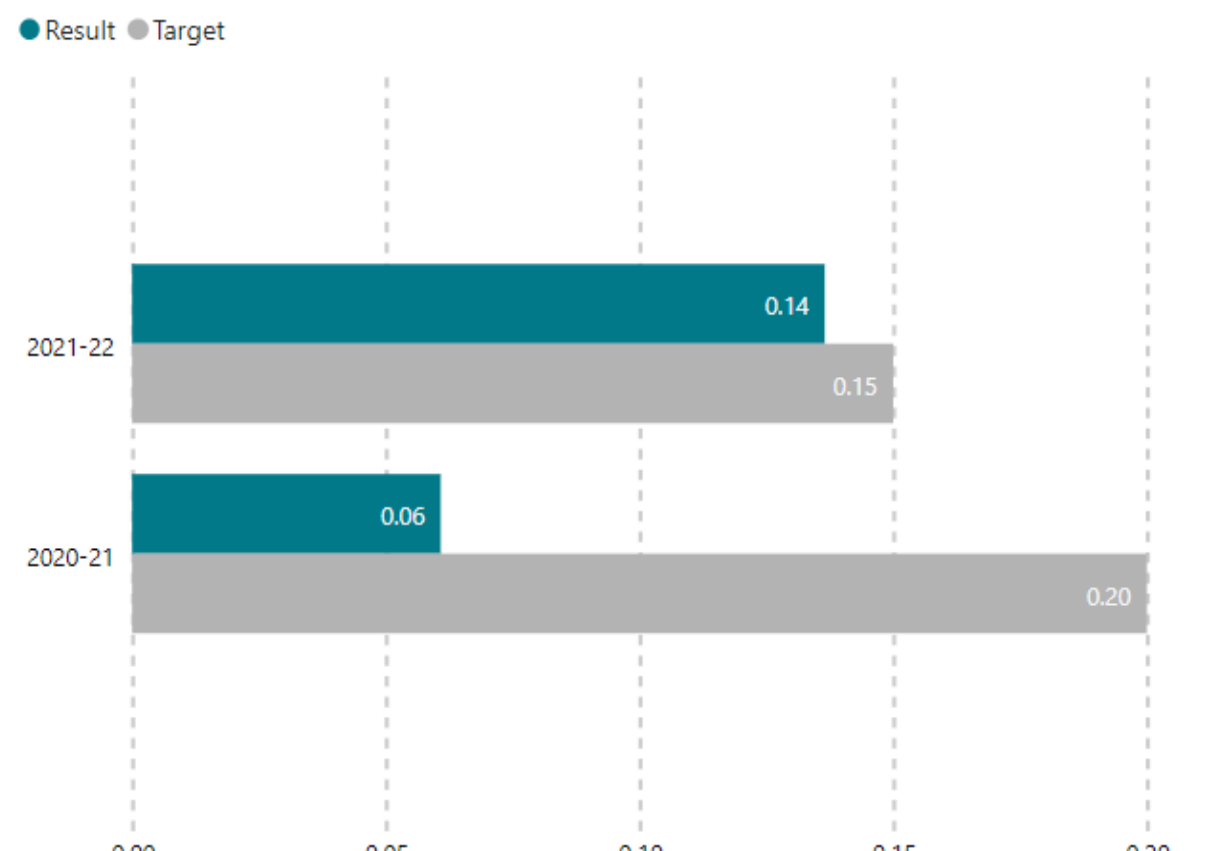
15.00%

Latest Performance: RAG vs Target

0.14

0.15

Year End Result

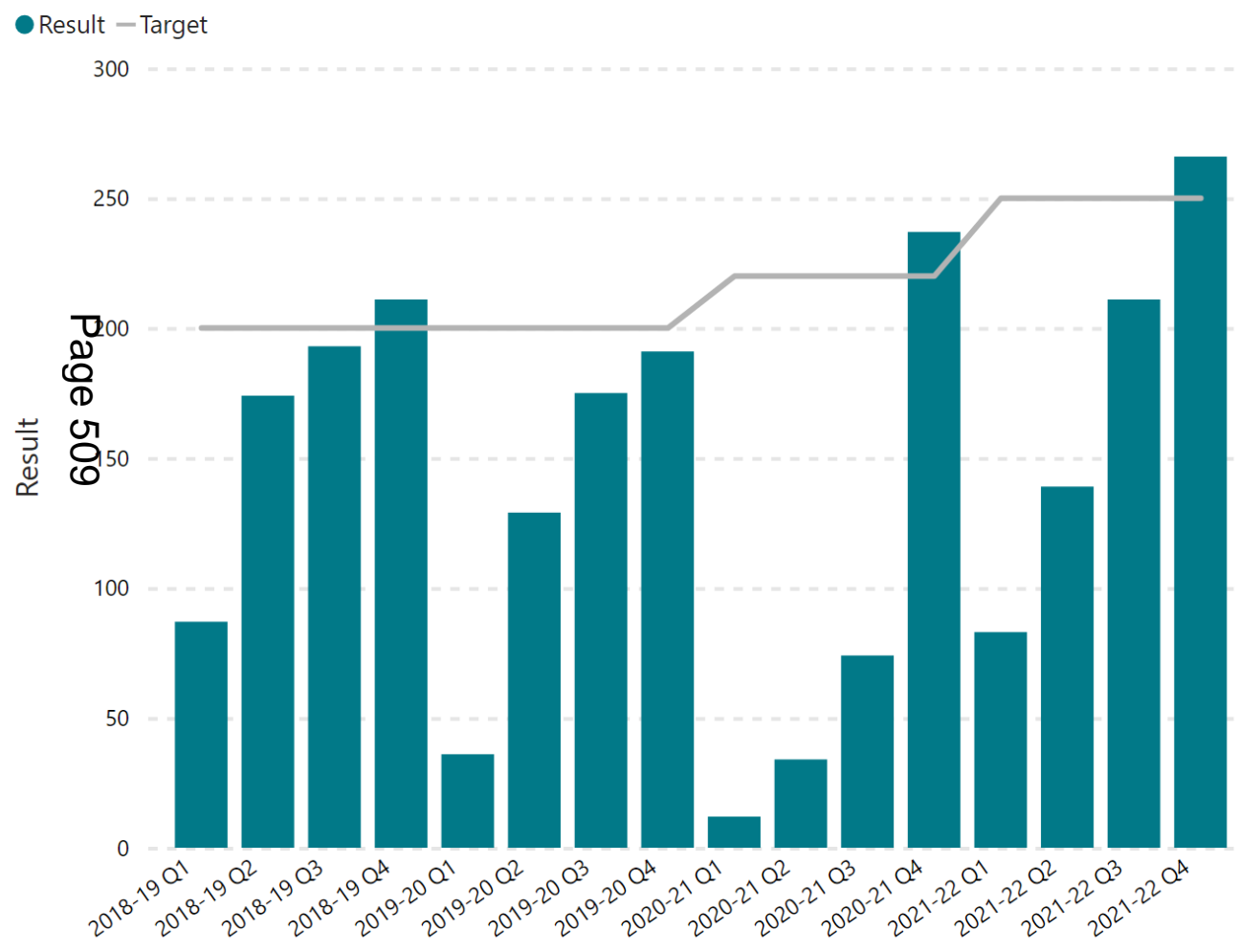


Page 508

# Supporting people out of poverty

The number of employers which have been assisted by the Council's employment support service

Performance by Quarter



Latest Result

266

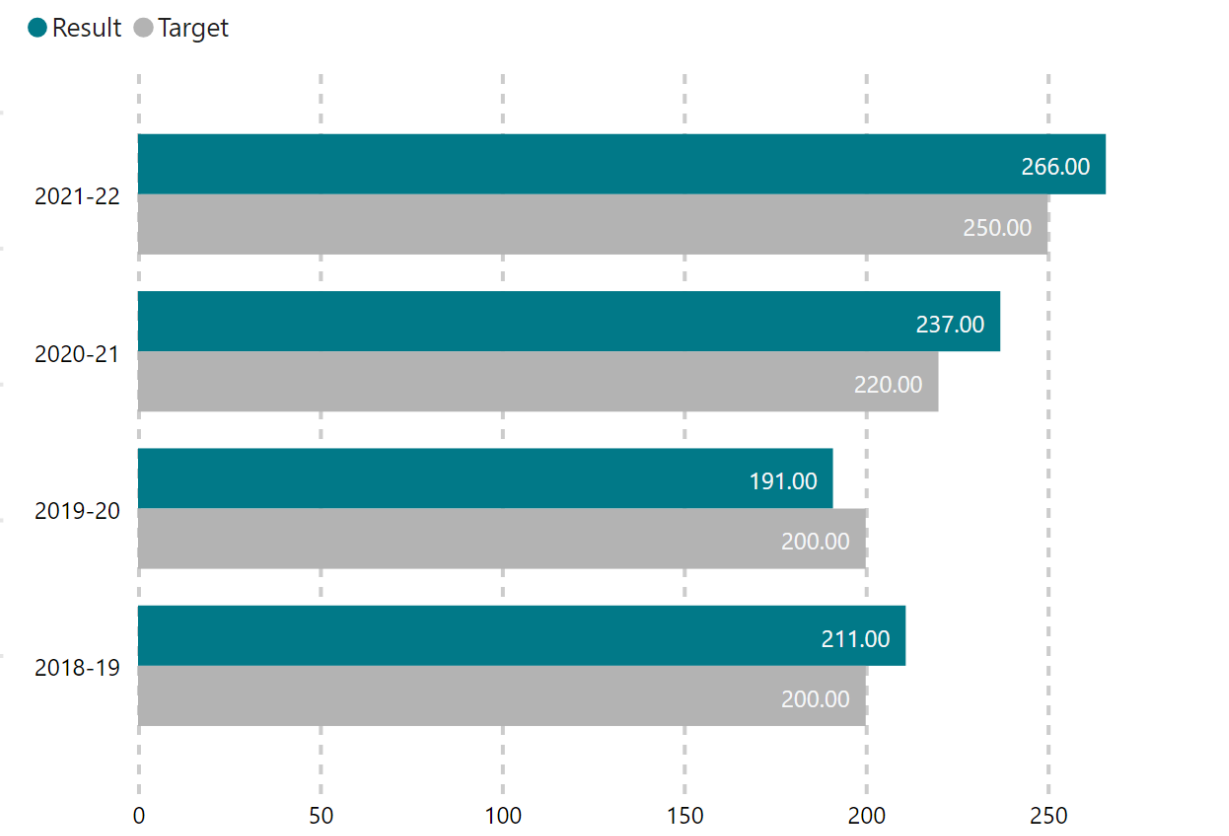
Current Year Target

250

Latest Performance: RAG vs Target

266.00 / 250.00

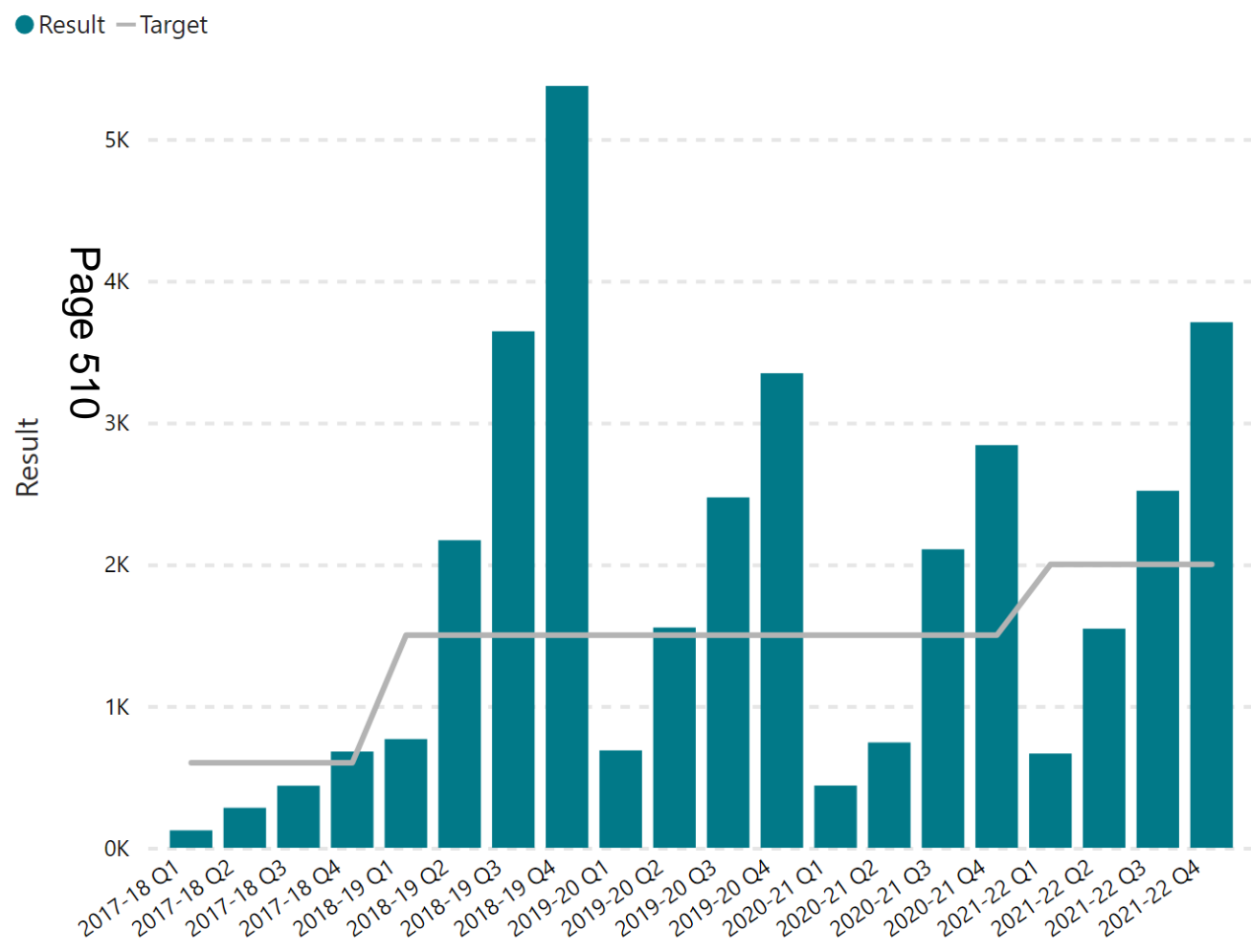
Year End Result



# Supporting people out of poverty

The number of customers supported and assisted with their claims for Universal Credit.

Performance by Quarter

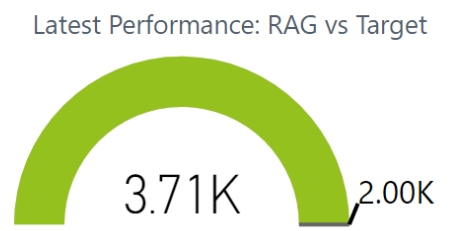


Latest Result

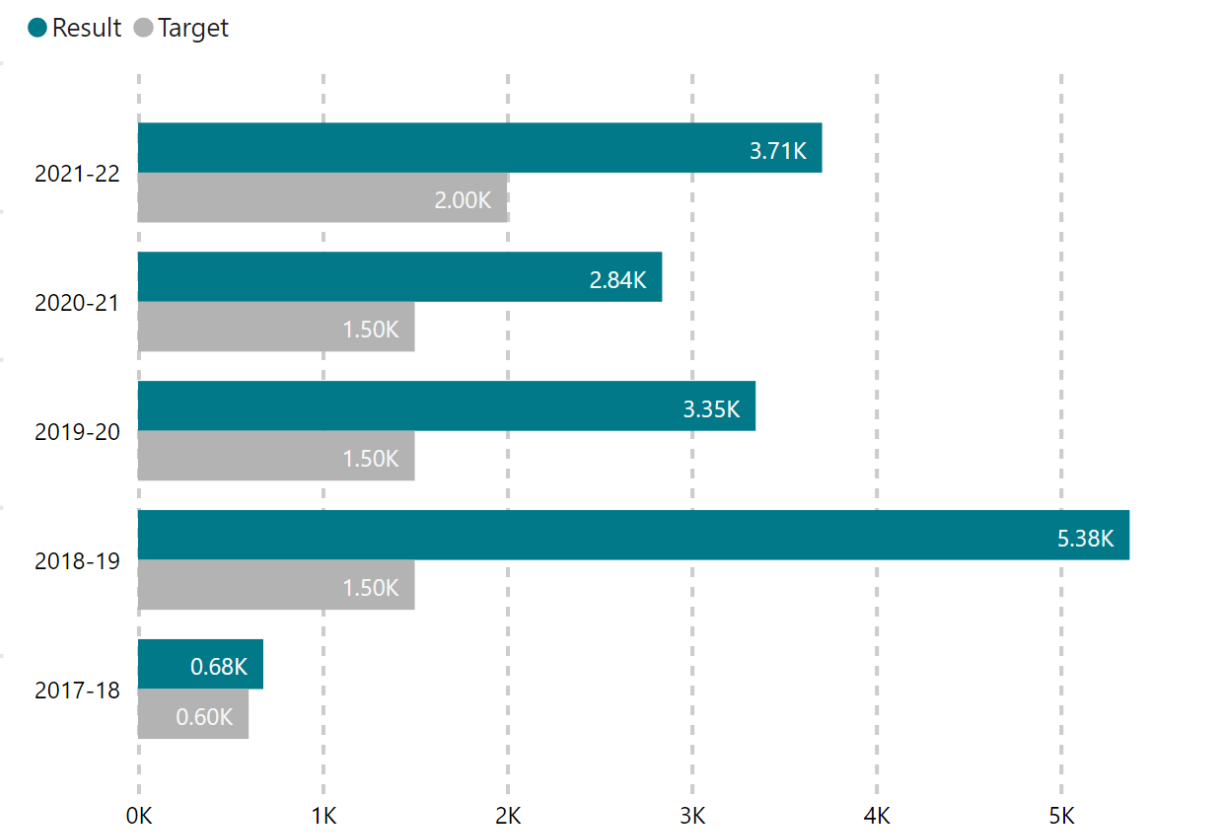
**3708**

Current Year Target

**2000**



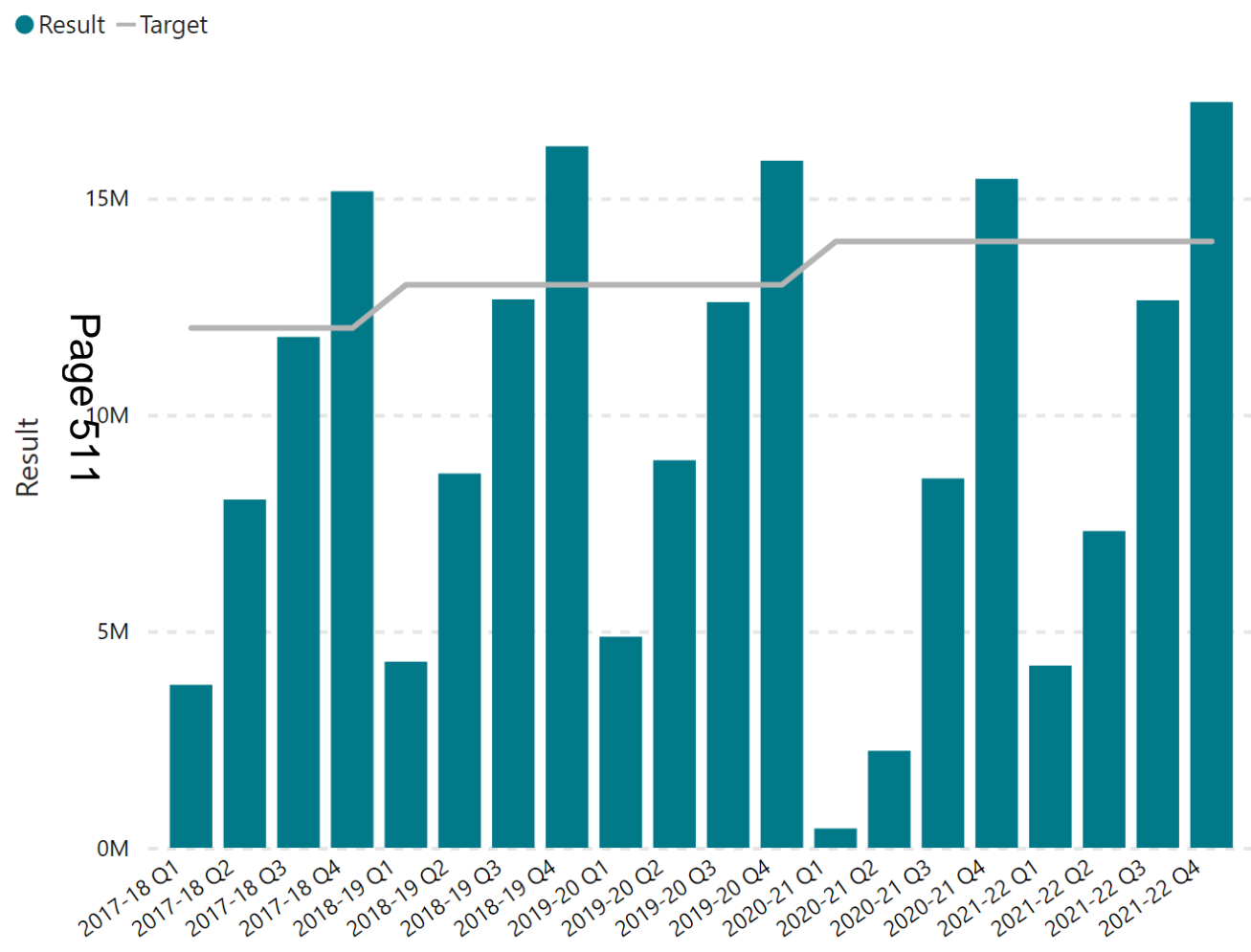
Year End Result



# Supporting people out of poverty

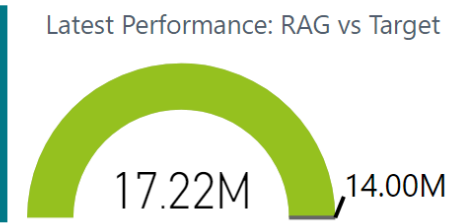
Additional weekly benefit identified for clients of the City Centre Advice Team.

Performance by Quarter

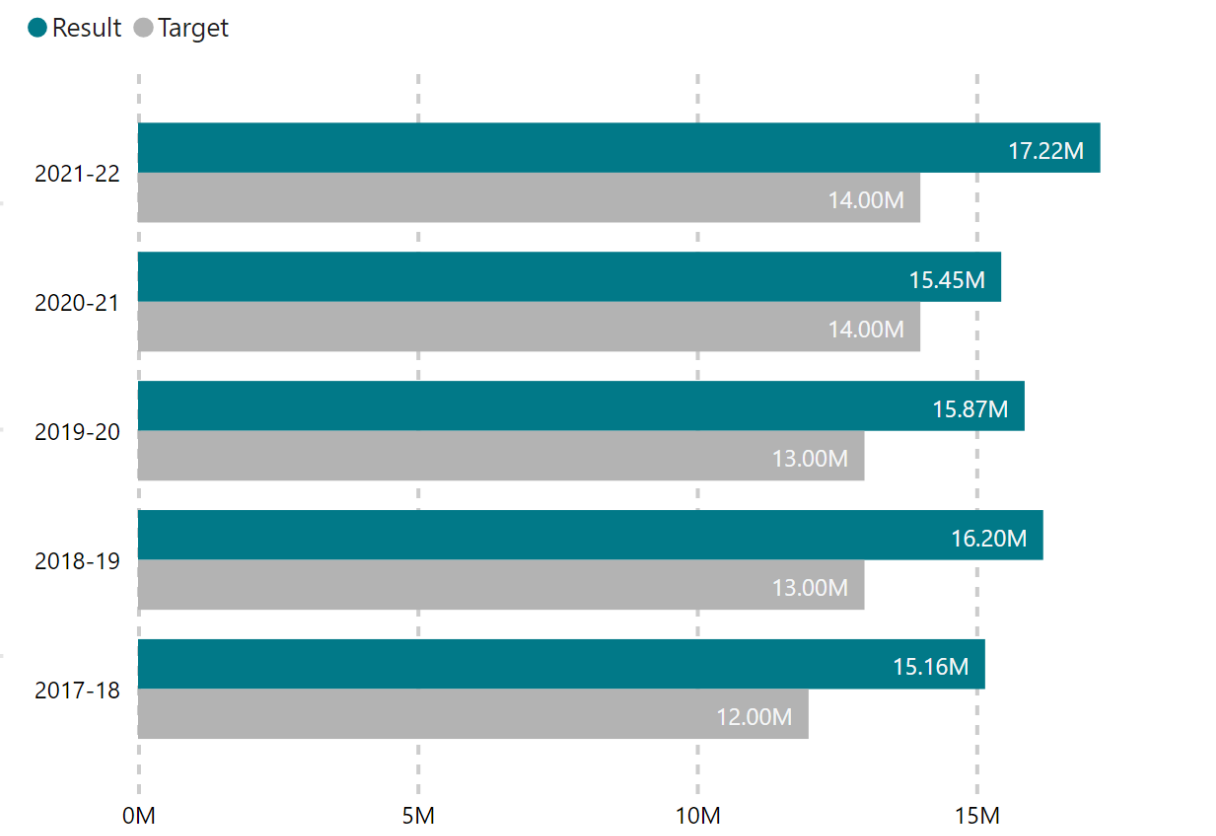


Latest Result  
**17220466**

Current Year Target  
**14000000**



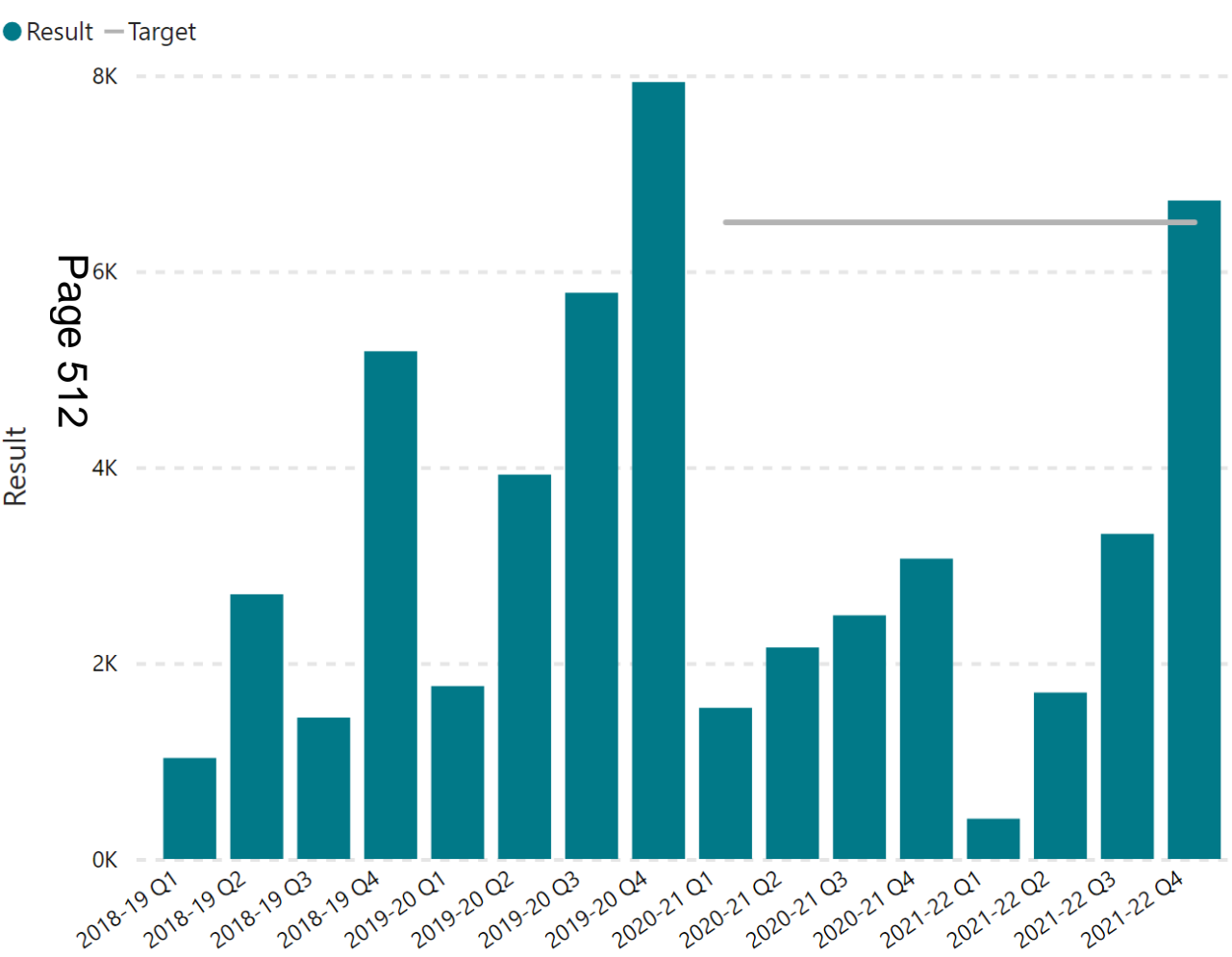
Year End Result



# Supporting people out of poverty

## The number of hours given volunteering with in the Advice & Benefits Service

### Performance by Quarter

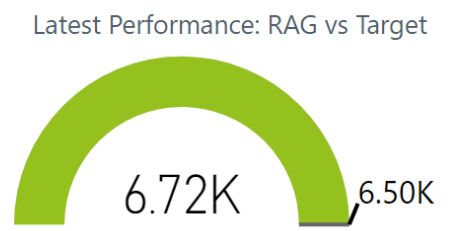


Latest Result

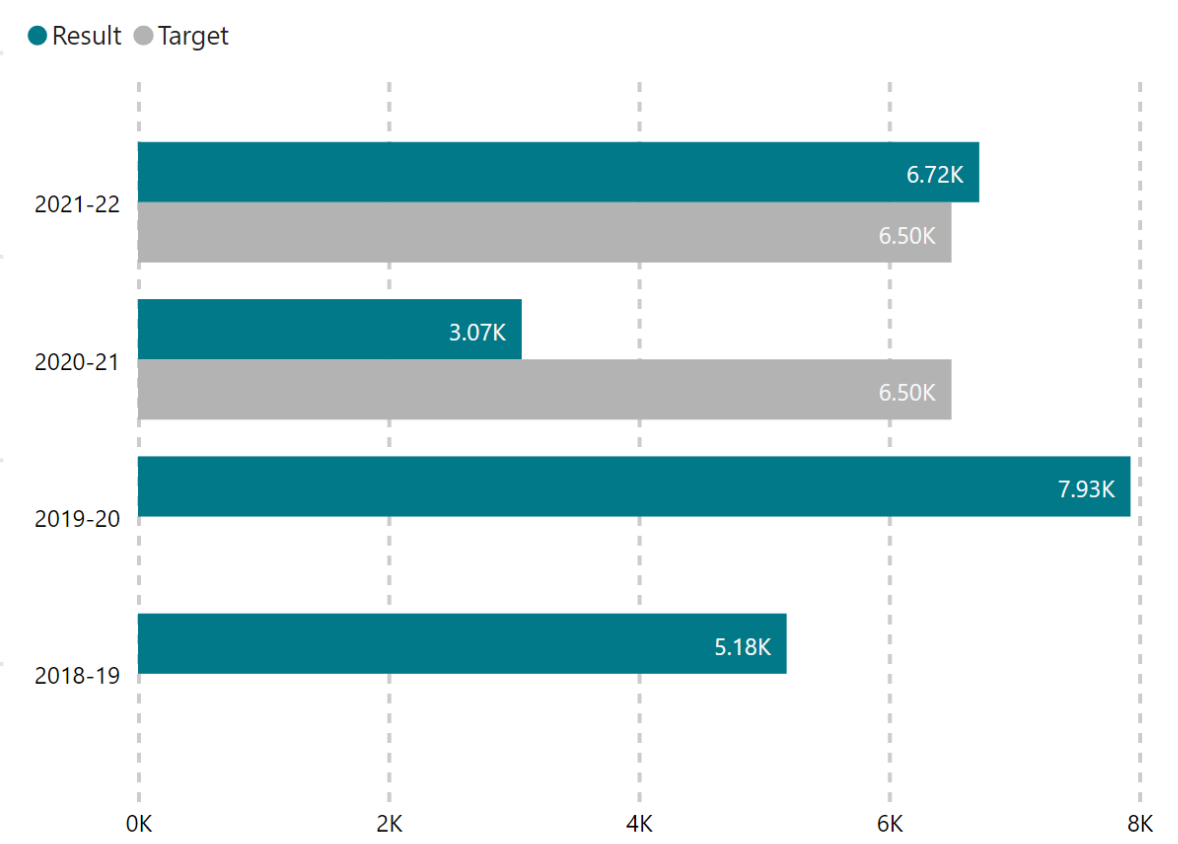
6722

Current Year Target

6500



### Year End Result



Result

Target

Result

Target

0K

2K

4K

6K

8K

0K

2K

4K

6K

8K

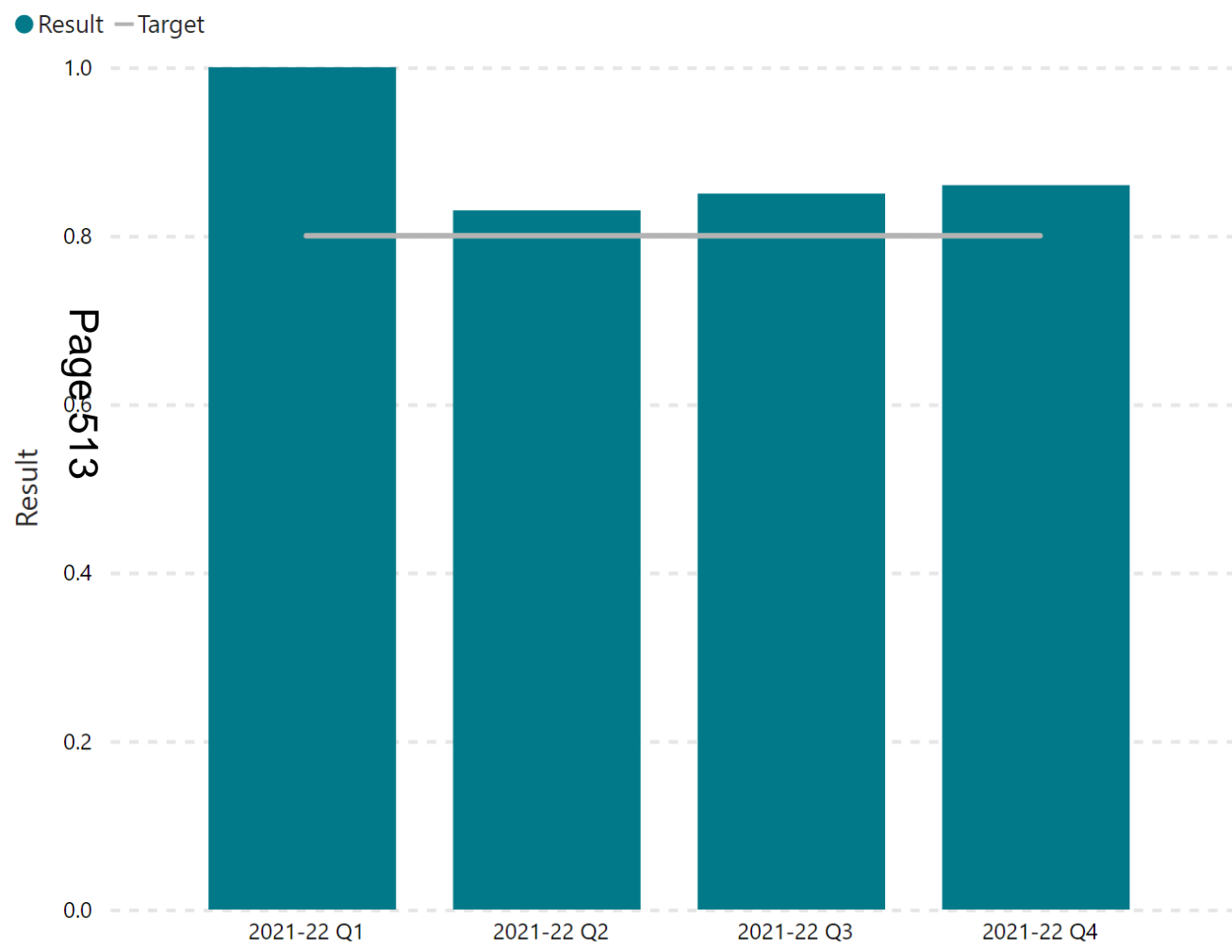
Page 512



# Supporting people out of poverty

The percentage of volunteers aiming to secure future employment who ceased volunteering as result of finding work

### Performance by Quarter

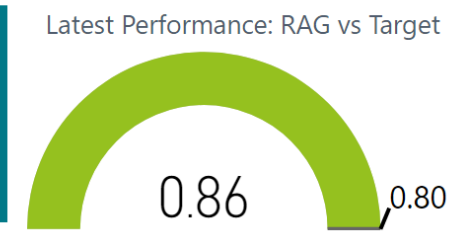


Latest Result

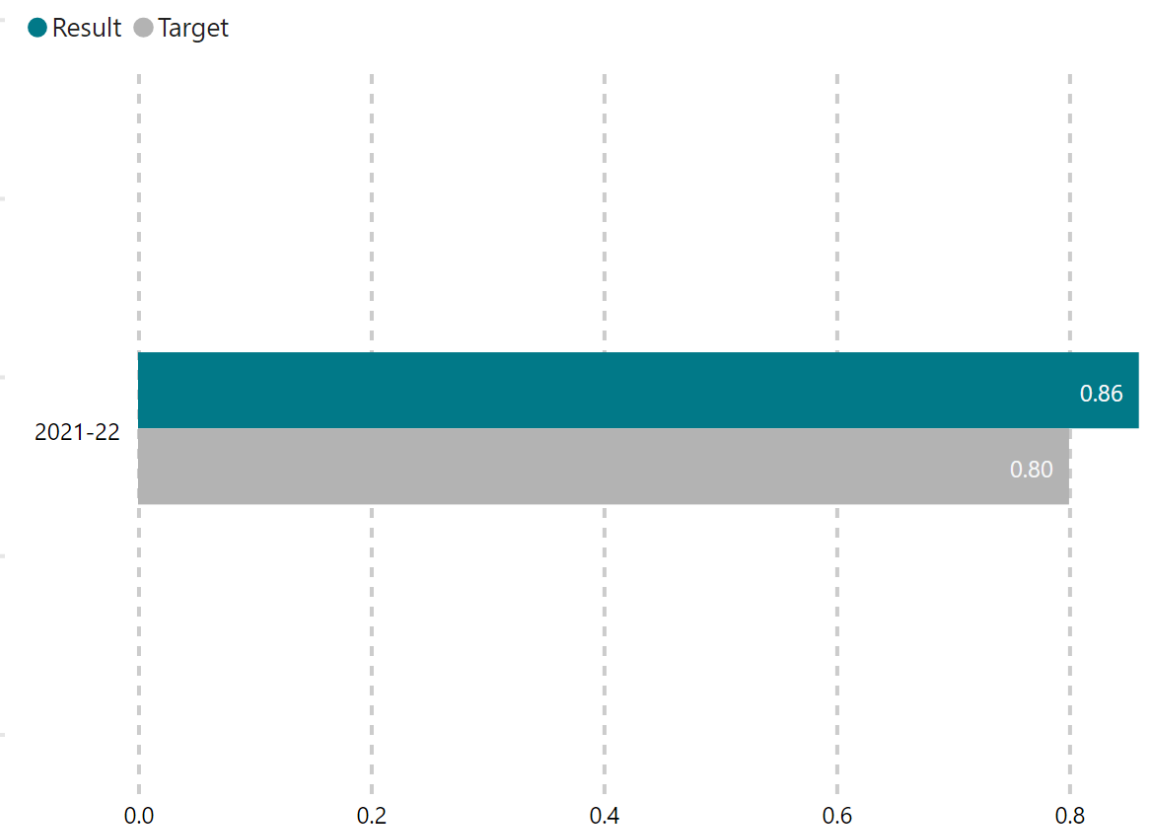
**86.00%**

Current Year Target

**80.00%**



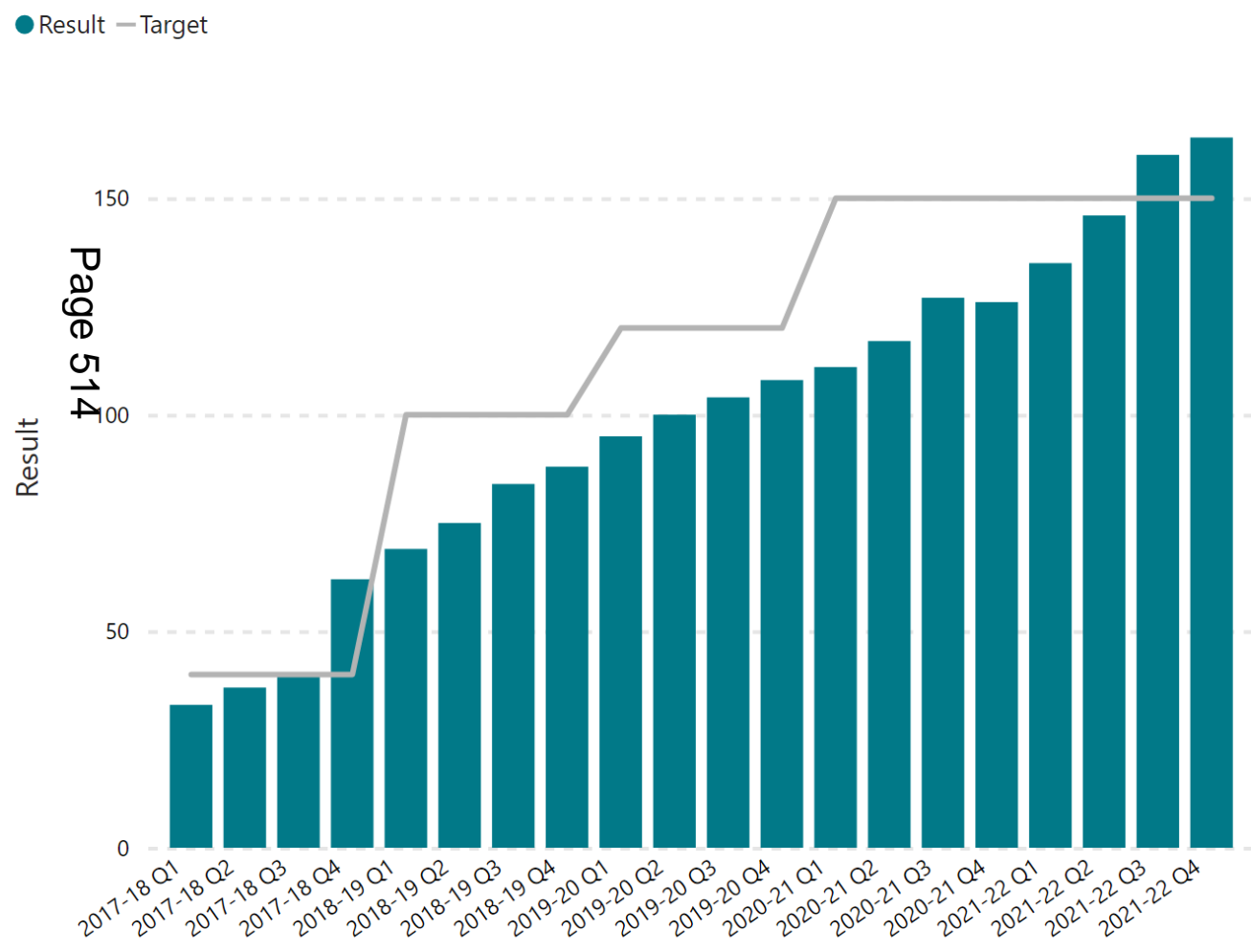
### Year End Result



# Supporting people out of poverty

## The number of Living Wage Employers in Cardiff

Performance by Quarter



Latest Result

# 164

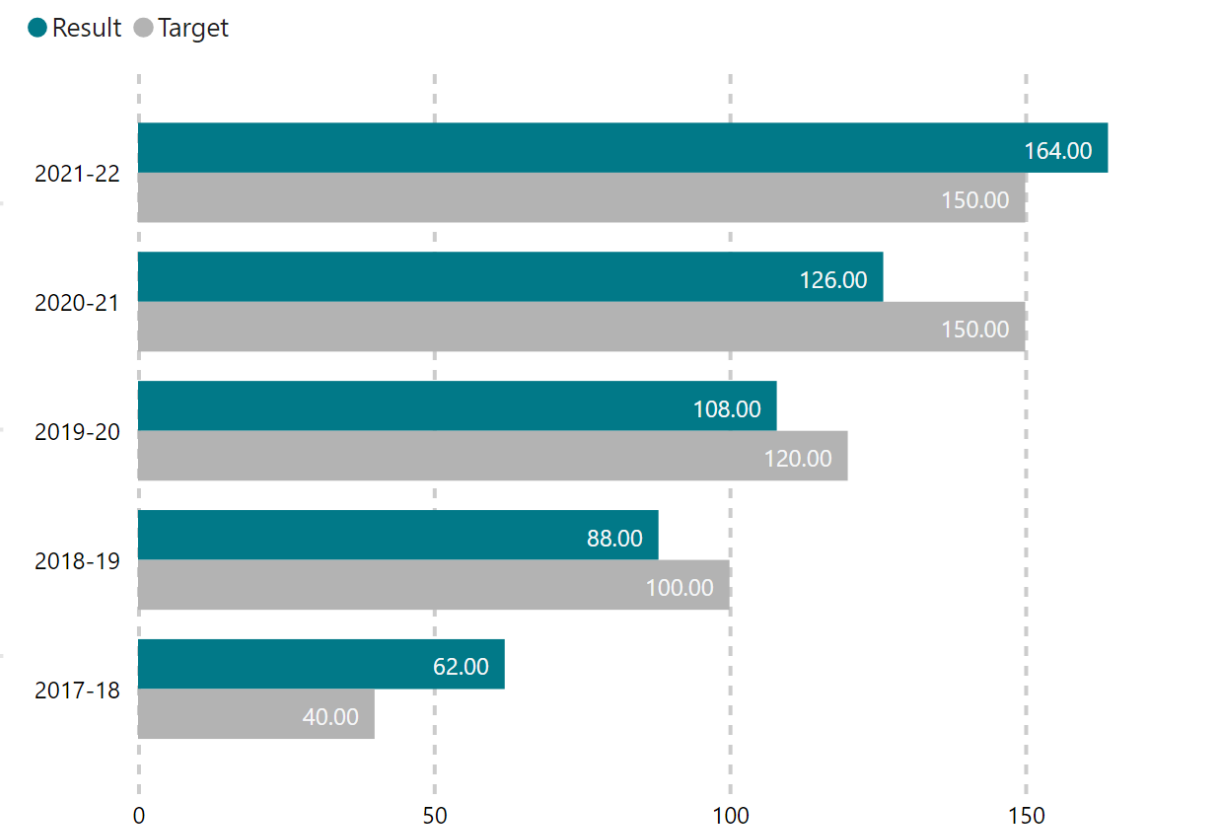
Current Year Target

# 150

Latest Performance: RAG vs Target

164.00 / 150.00

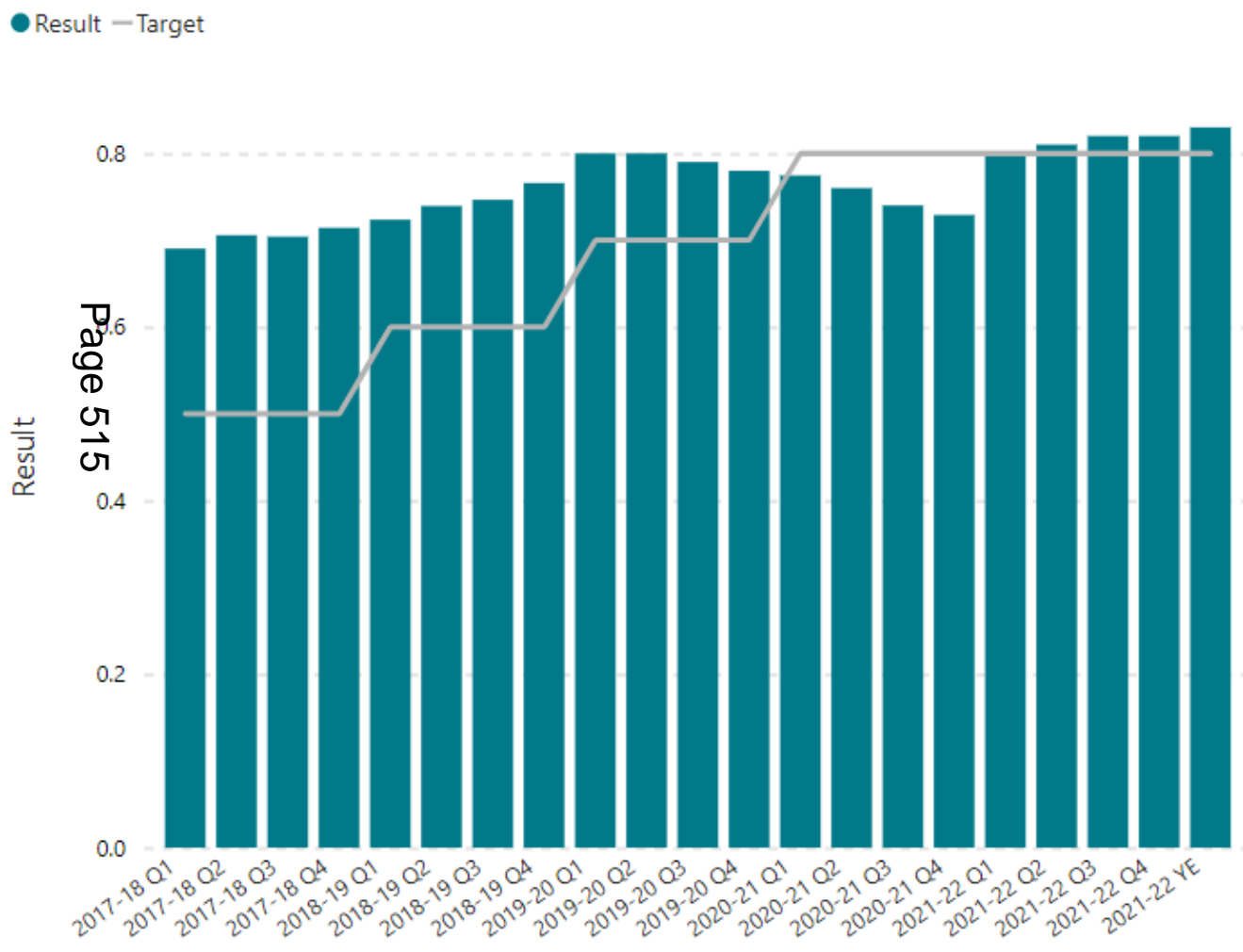
Year End Result



# Supporting people out of poverty

The percentage of households threatened with homelessness successfully prevented from becoming homeless.

Performance by Quarter



Latest Result

83.00%

Current Year Target

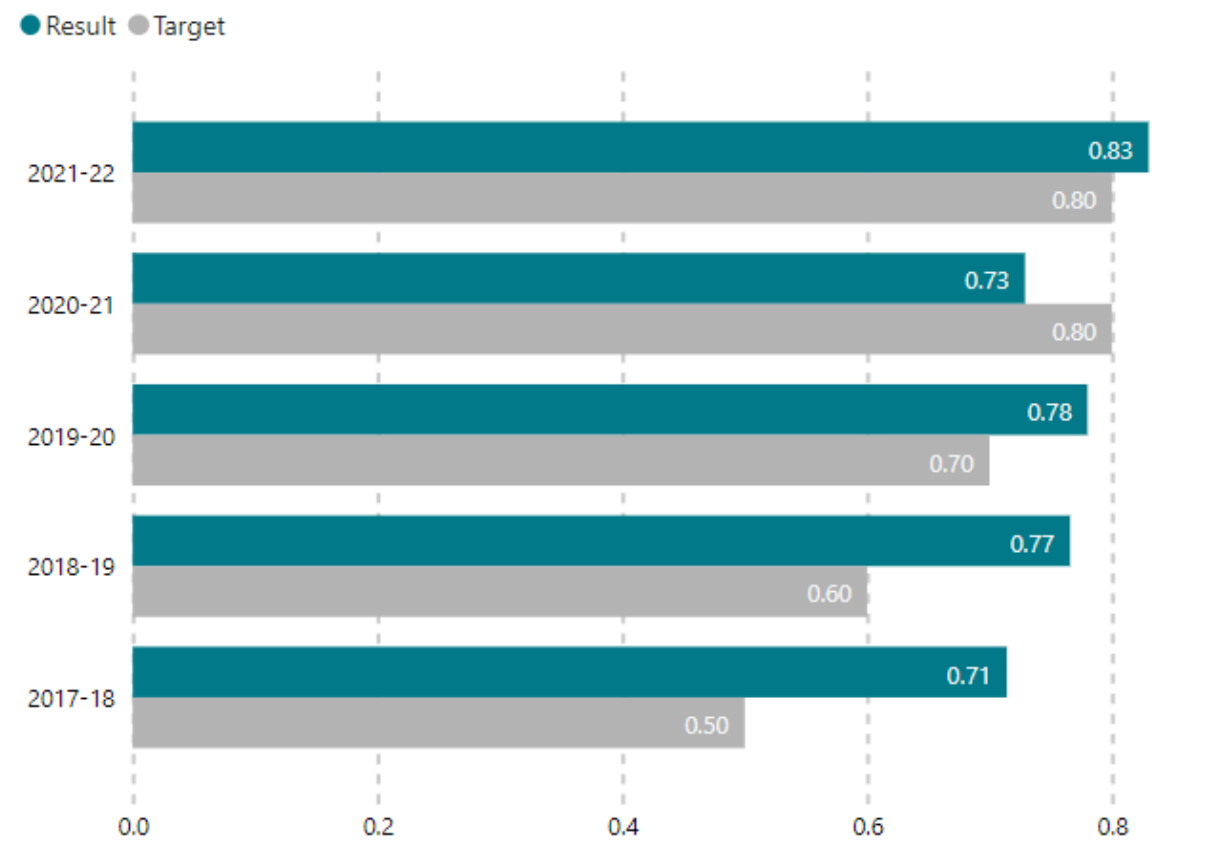
80.00%

Latest Performance: RAG vs Target

0.83

0.80

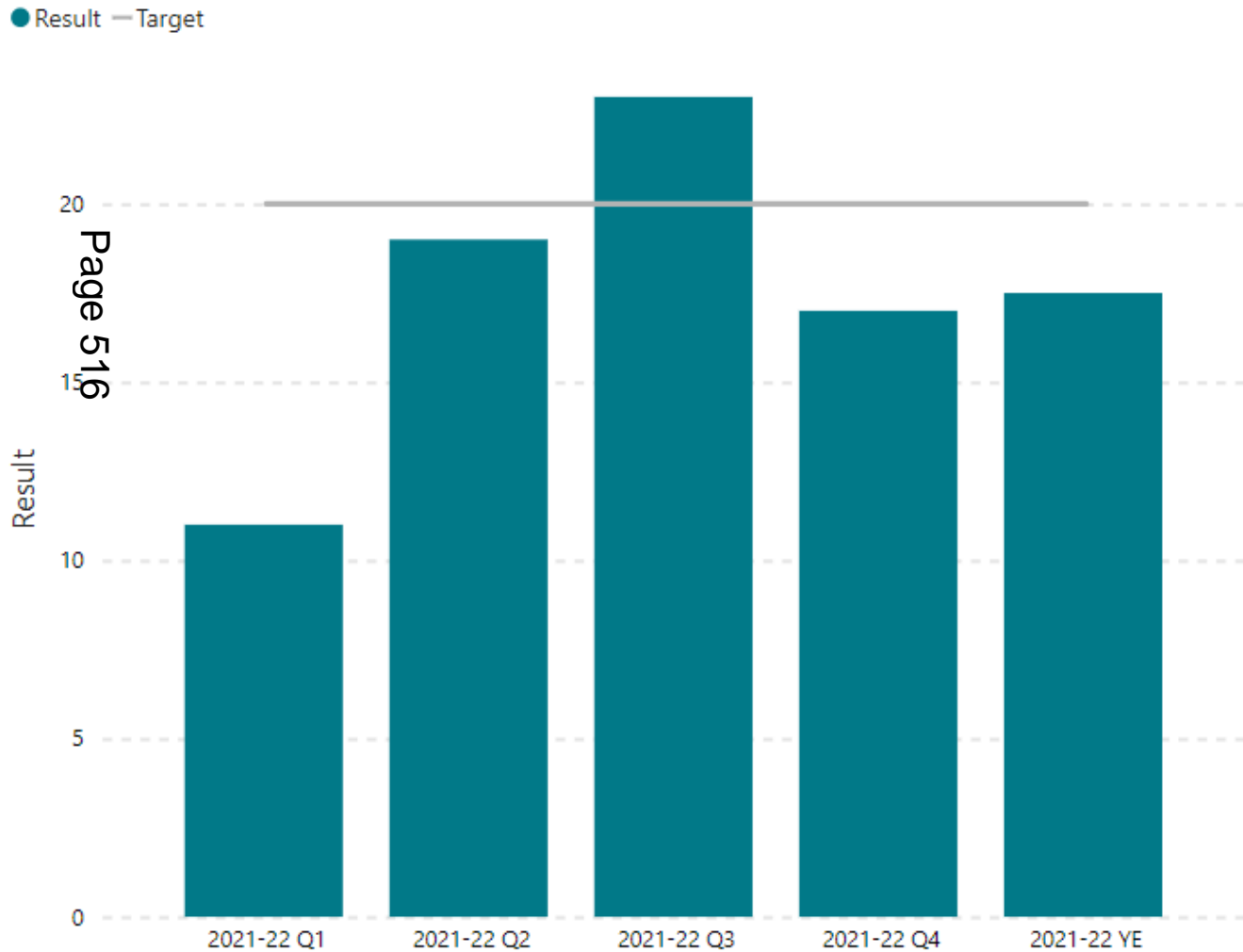
Year End Result



# Supporting people out of poverty

The total number of rough sleepers in the city (less than 20)

Performance by Quarter

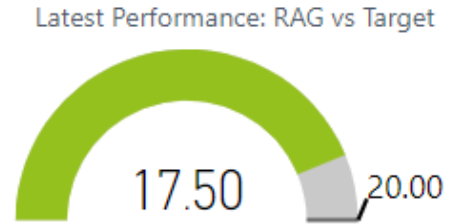


Latest Result

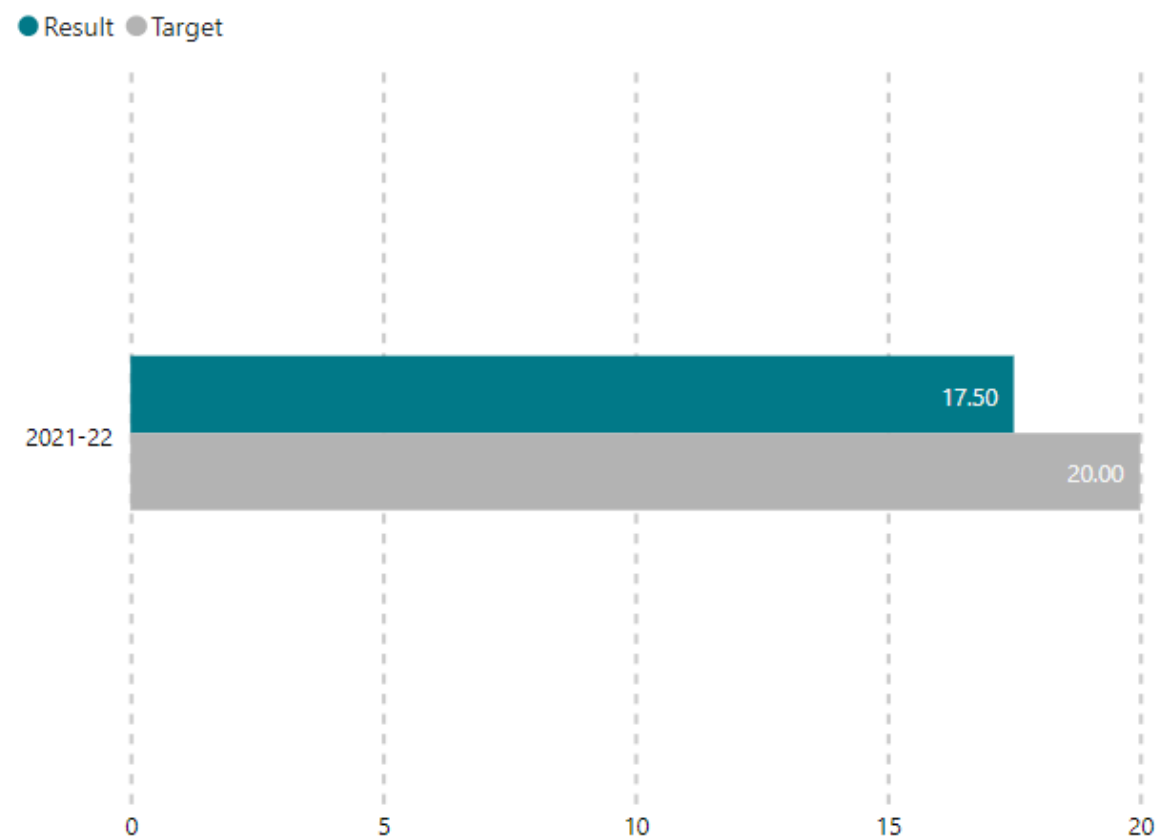
17.5

Current Year Target

20



Year End Result

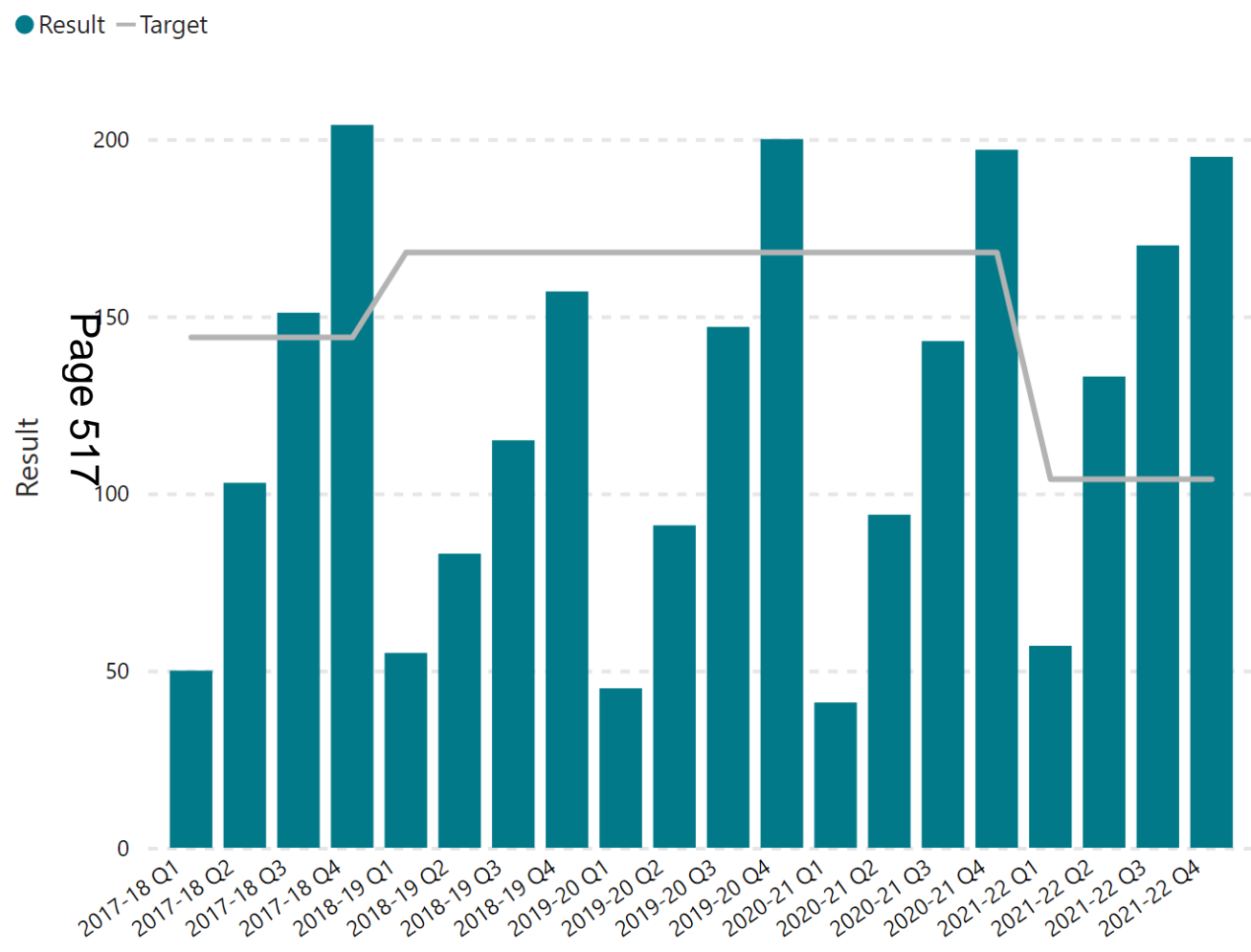


Page 5/16

# Supporting people out of poverty

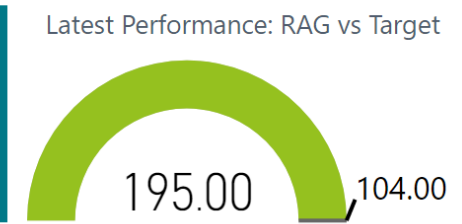
The number of rough sleepers supported into accommodation.

Performance by Quarter

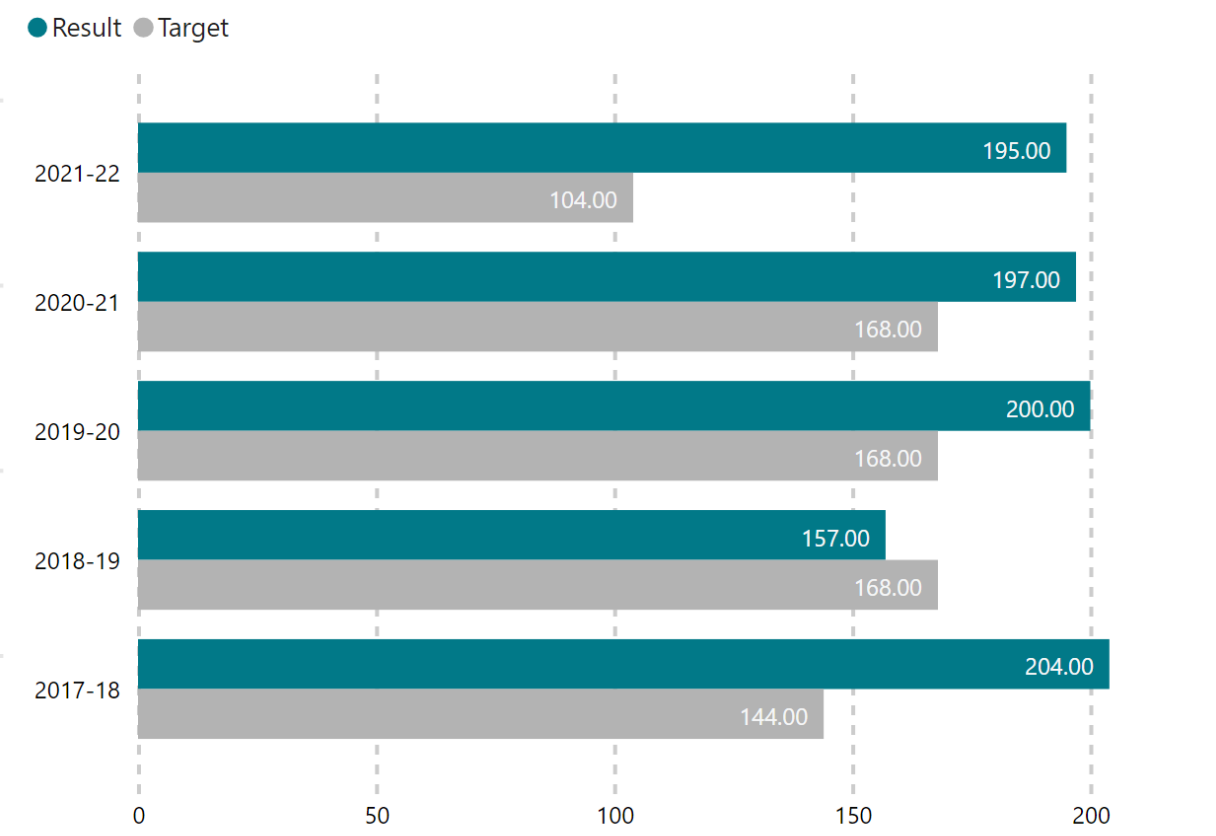


Latest Result  
**195**

Current Year Target  
**104**



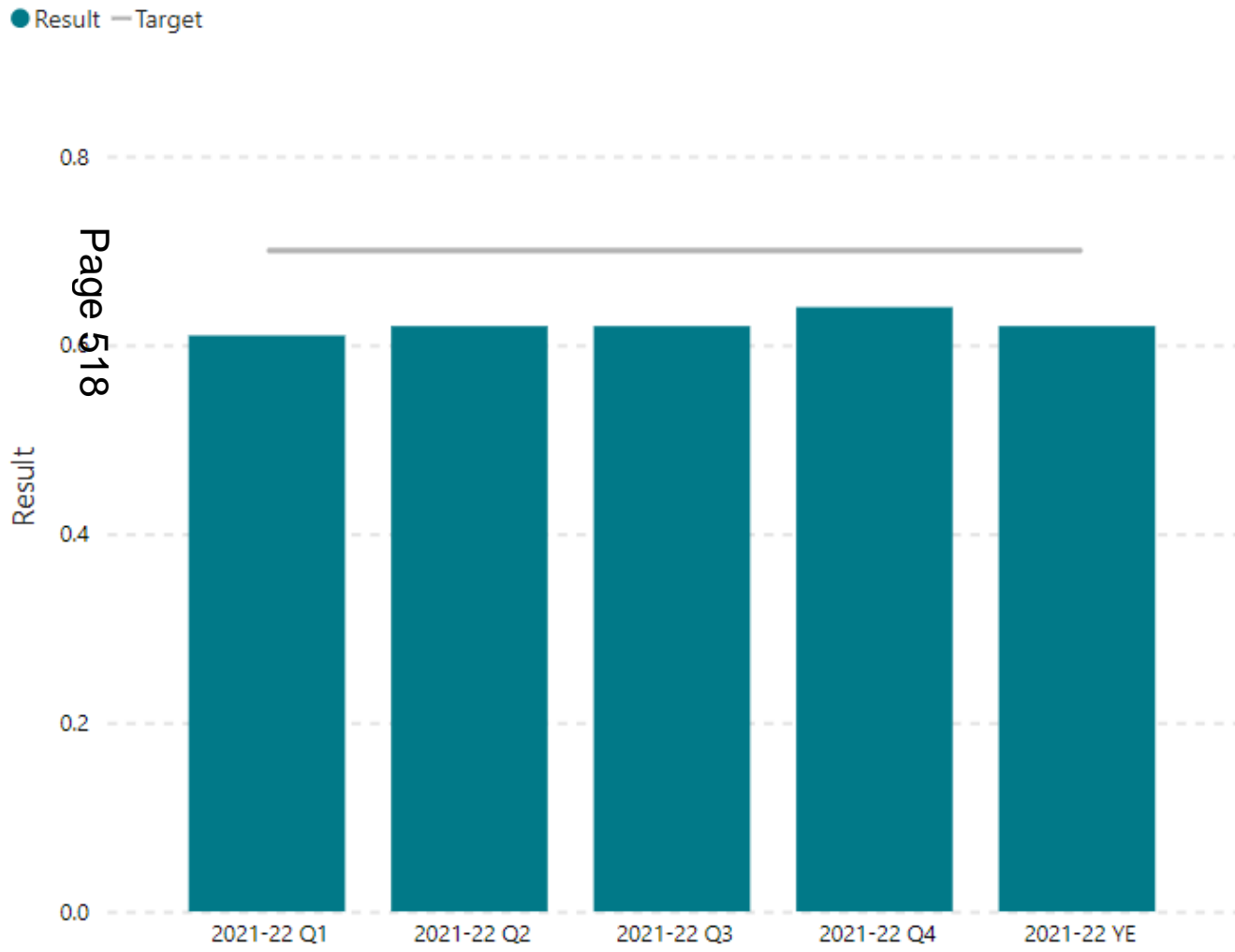
Year End Result



# Supporting people out of poverty

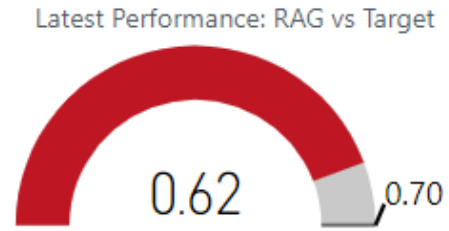
The percentage of rough sleepers housed in the previous month who have maintained their accommodation

Performance by Quarter

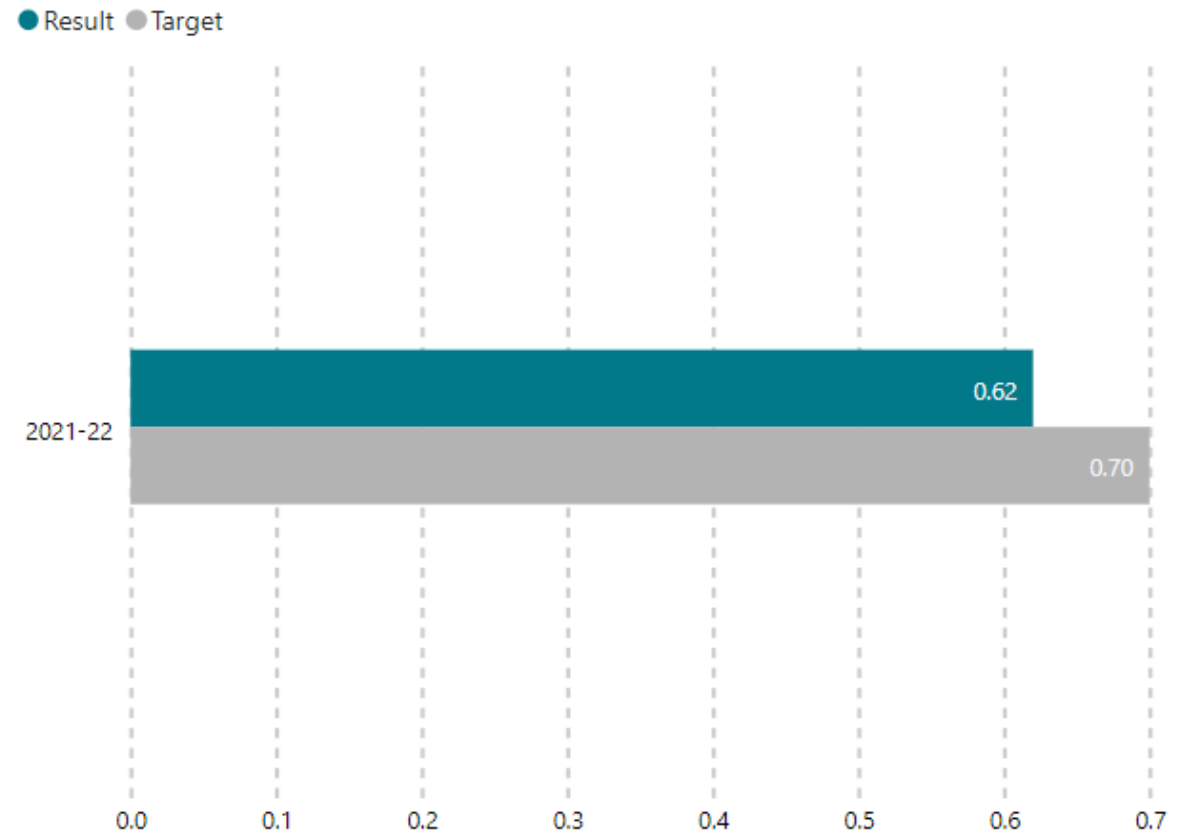


Latest Result  
**62.00%**

Current Year Target  
**70.00%**



Year End Result

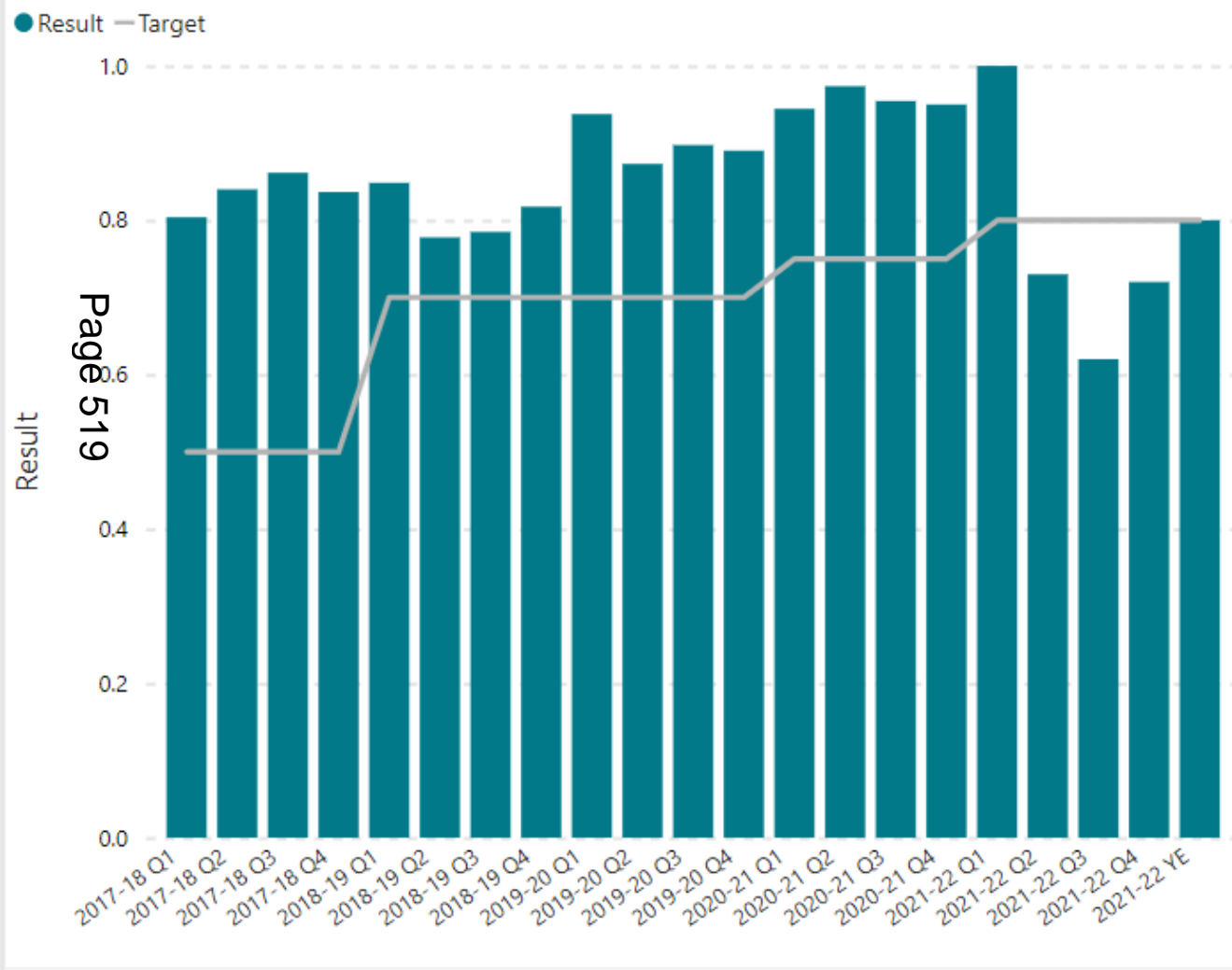


KPI Ref:  
3.16

# Supporting people out of poverty

The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service.

Performance by Quarter



Latest Result

80.00%

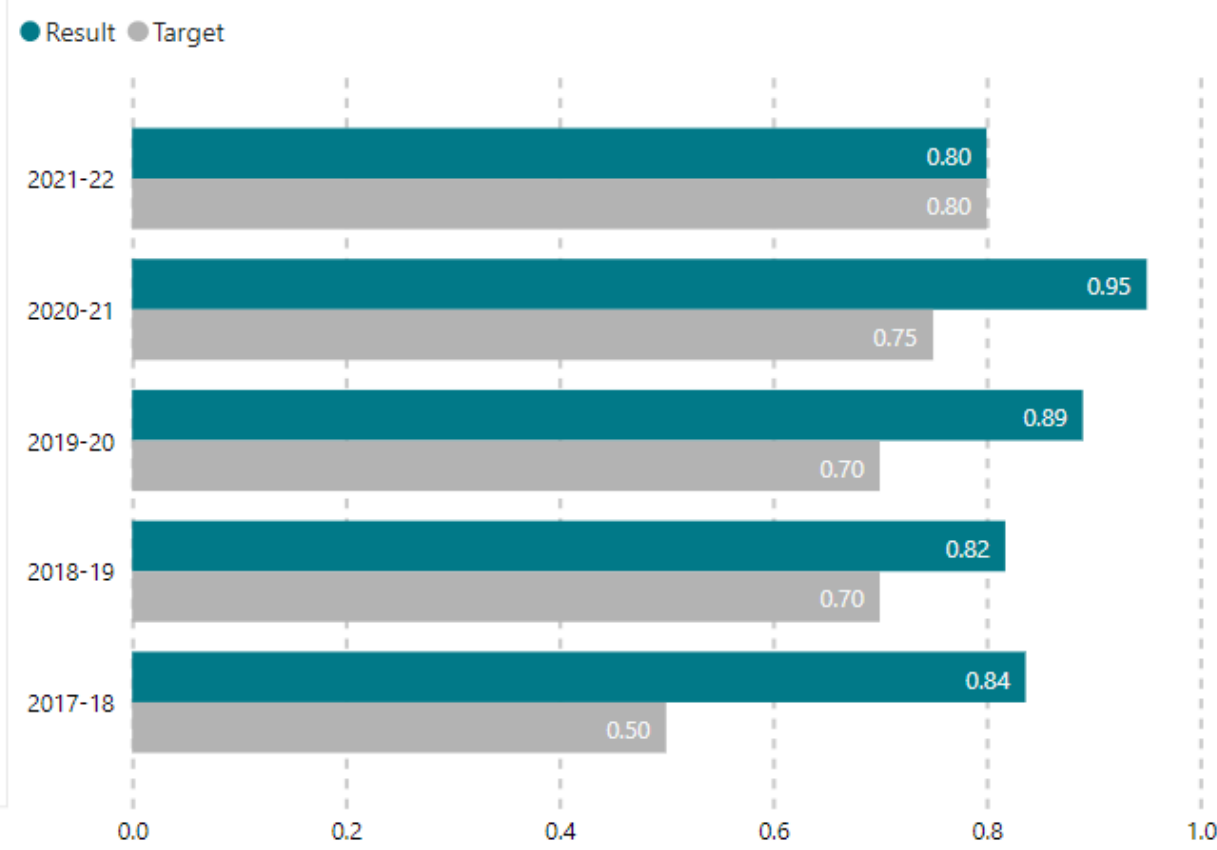
Current Year Target

80.00%

Latest Performance: RAG vs Target

0.80

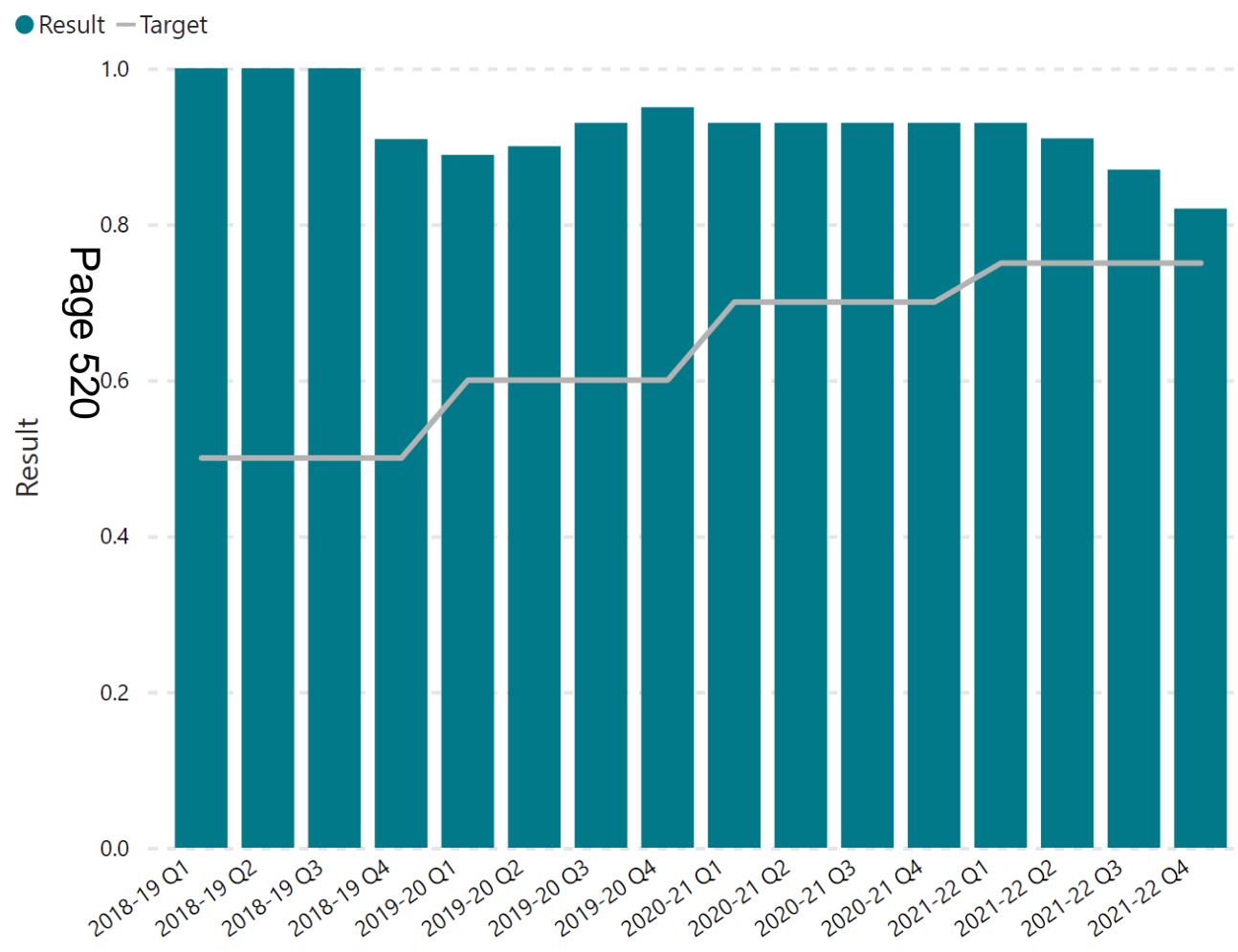
Year End Result



# Supporting people out of poverty

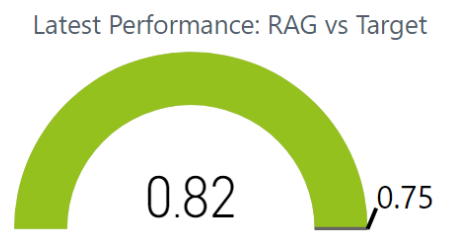
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken

Performance by Quarter

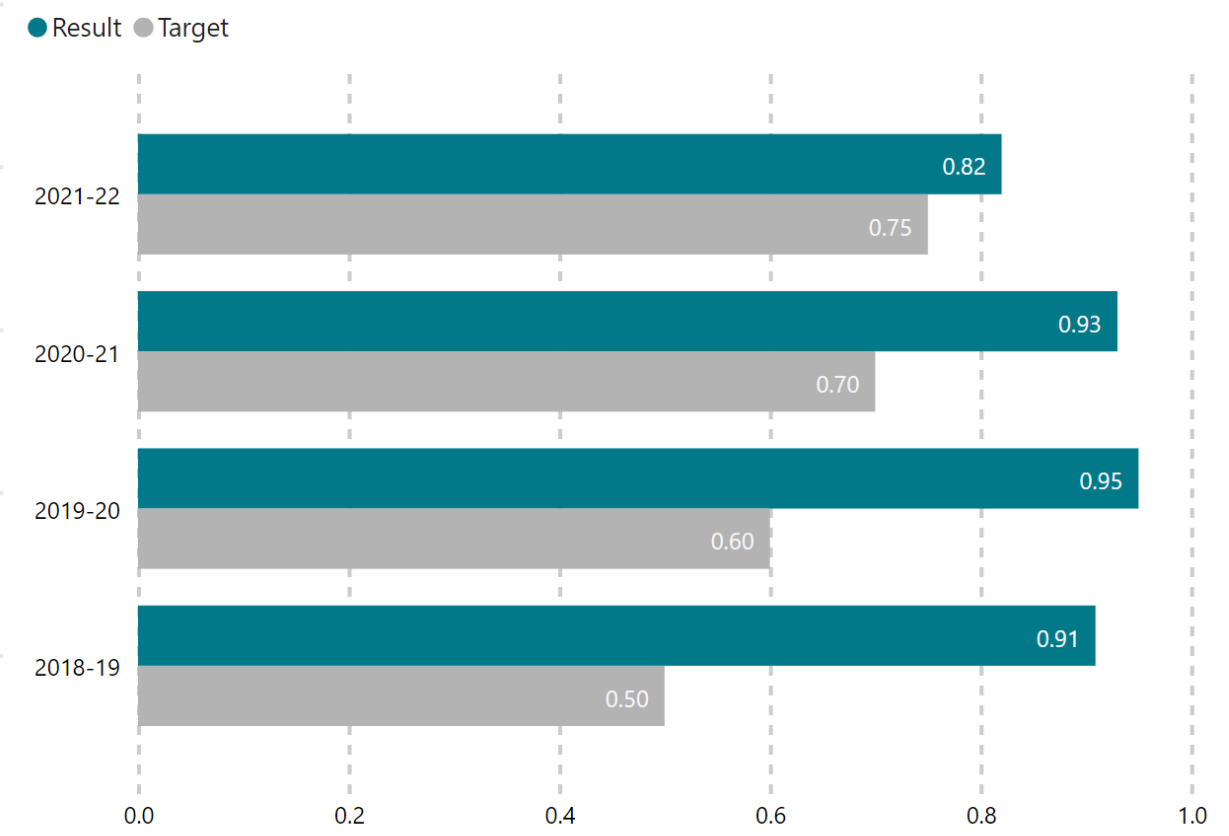


Latest Result  
**82.00%**

Current Year Target  
**75.00%**



Year End Result

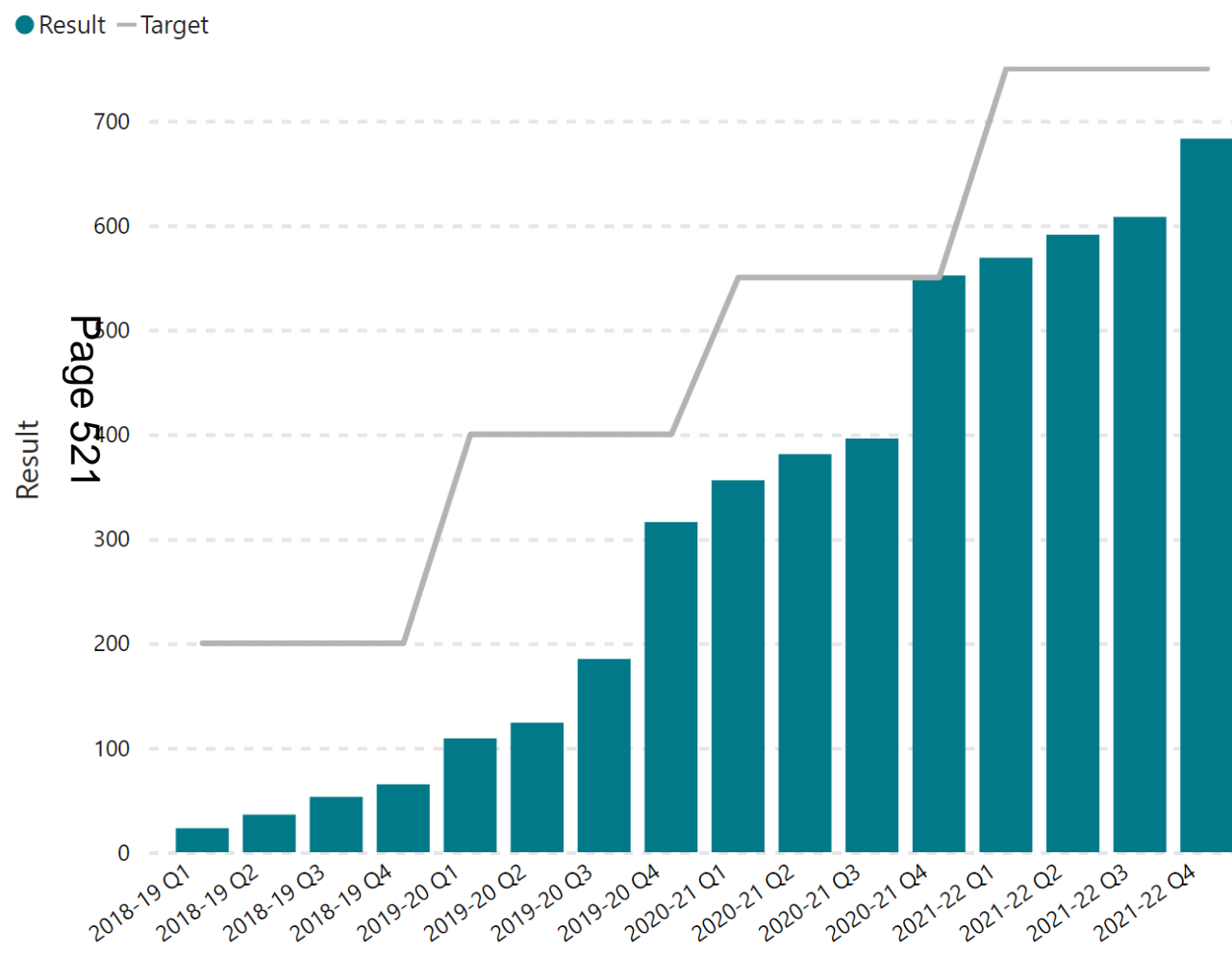




# Safe, confident and empowered communities

## Total number of new Council homes completed and provided

### Performance by Quarter

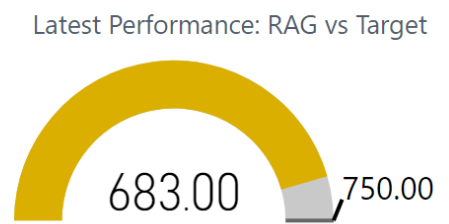


Latest Result

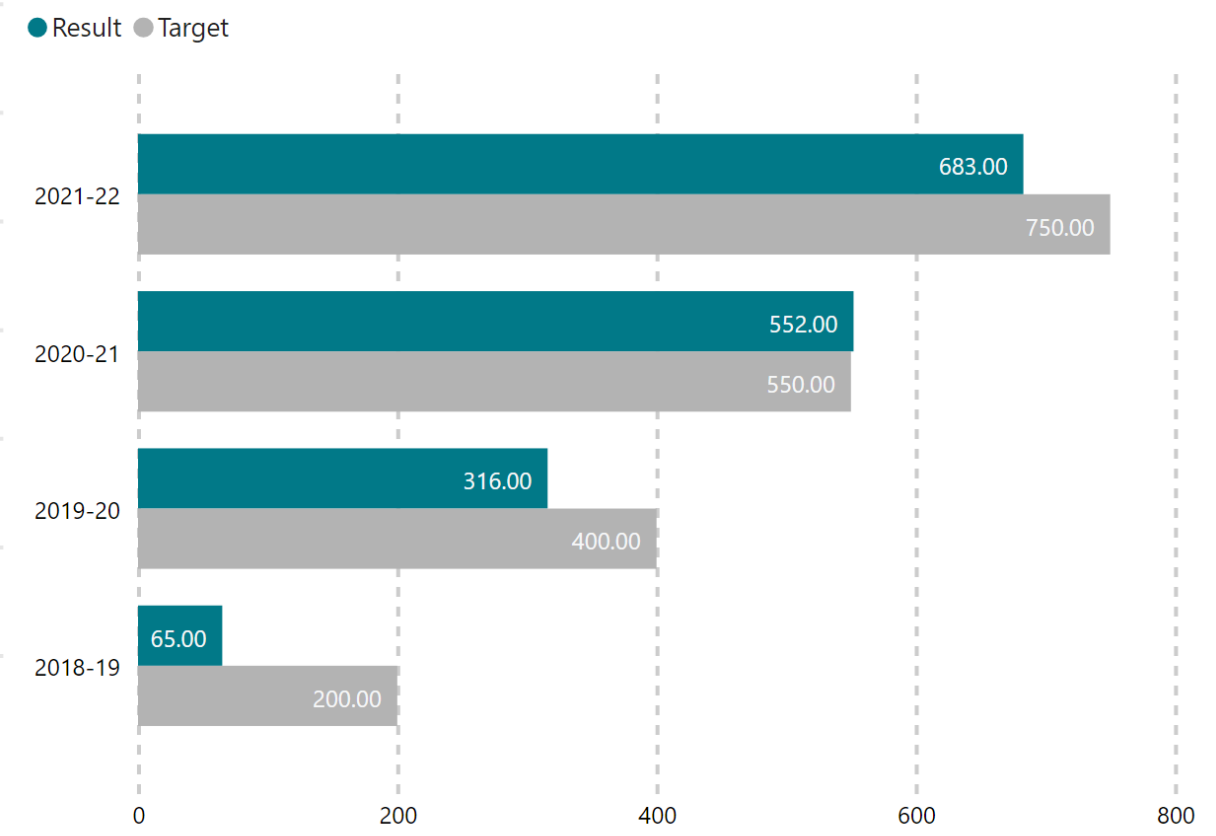
683

Current Year Target

750



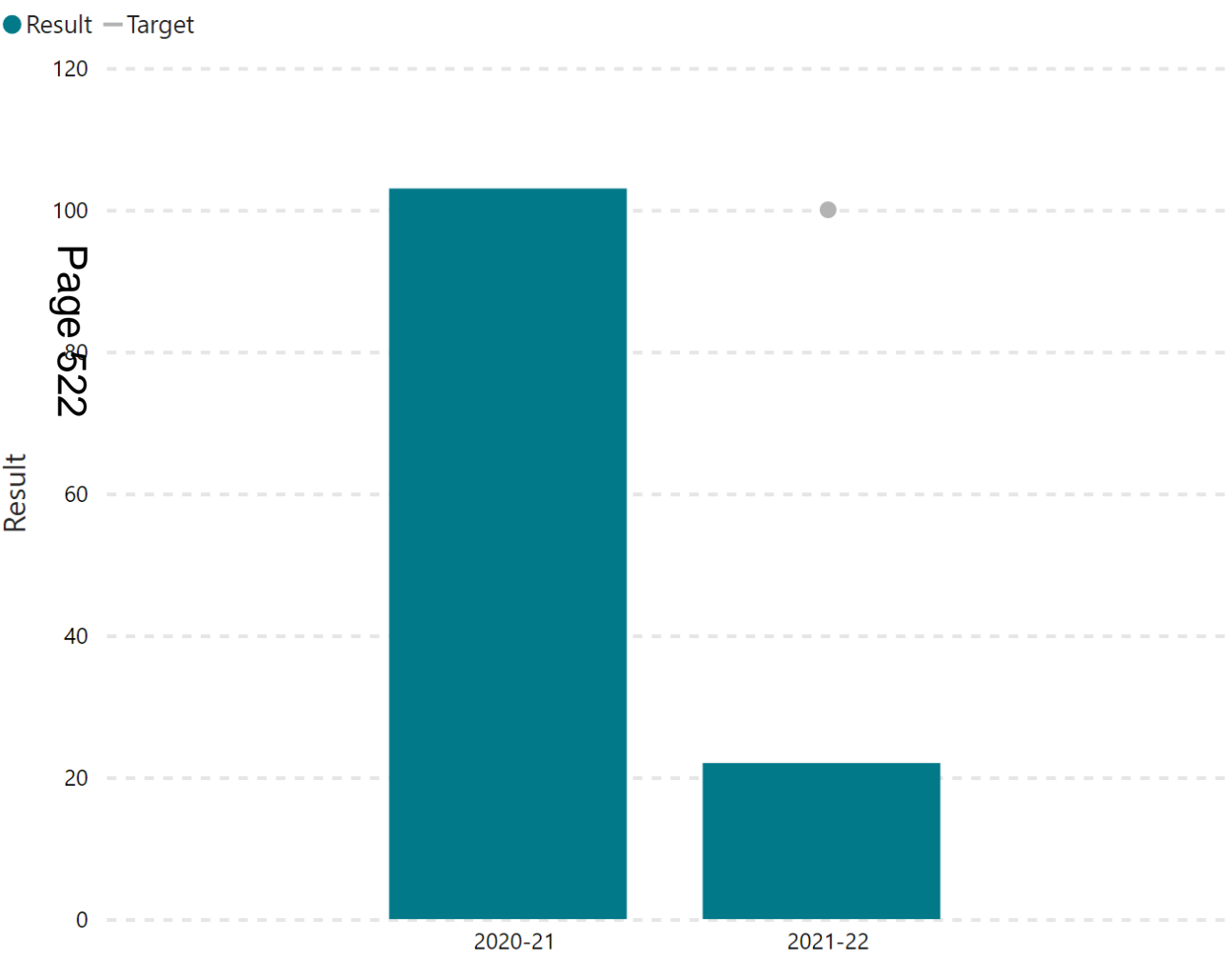
### Year End Result



# Safe, confident and empowered communities

The number of Category 1 hazards removed from private sector properties following intervention from Shared Regulatory Services

### Performance by Quarter

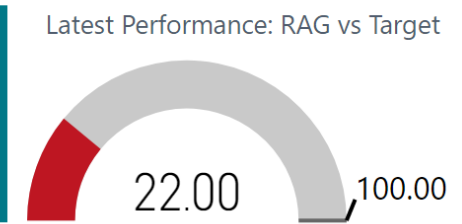


Latest Result

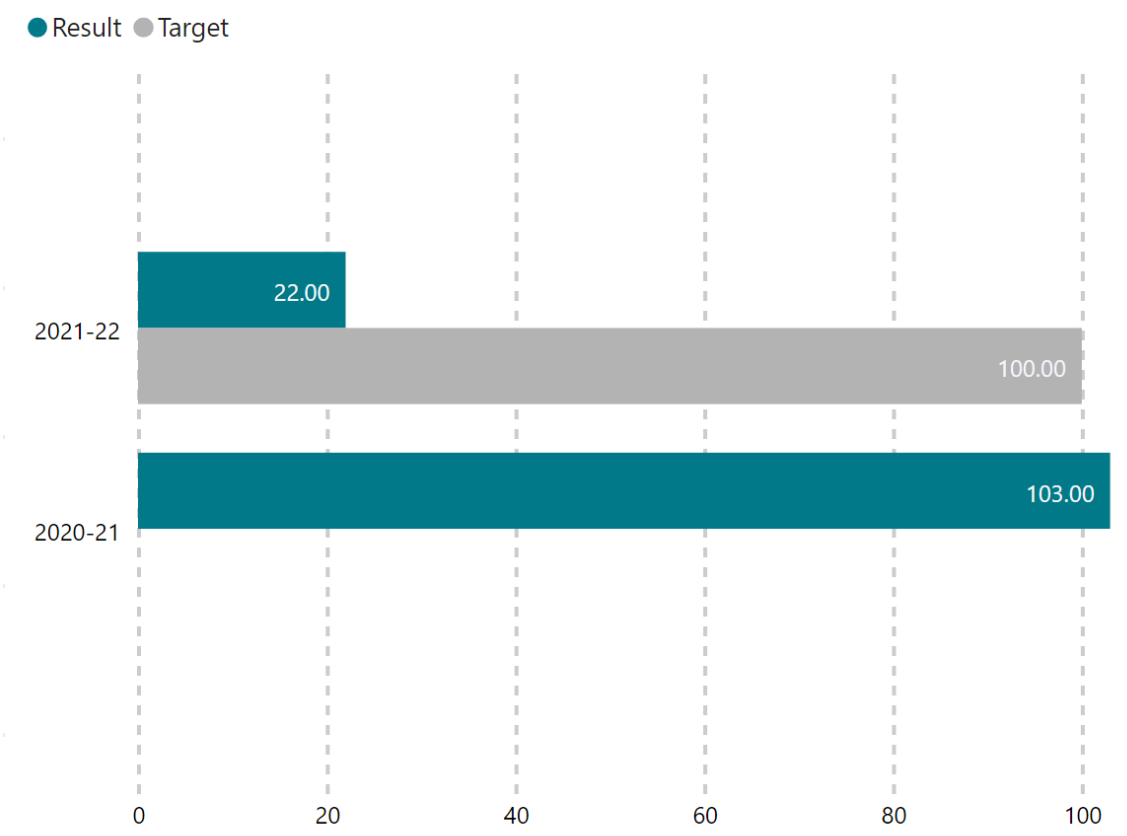
22

Current Year Target

100



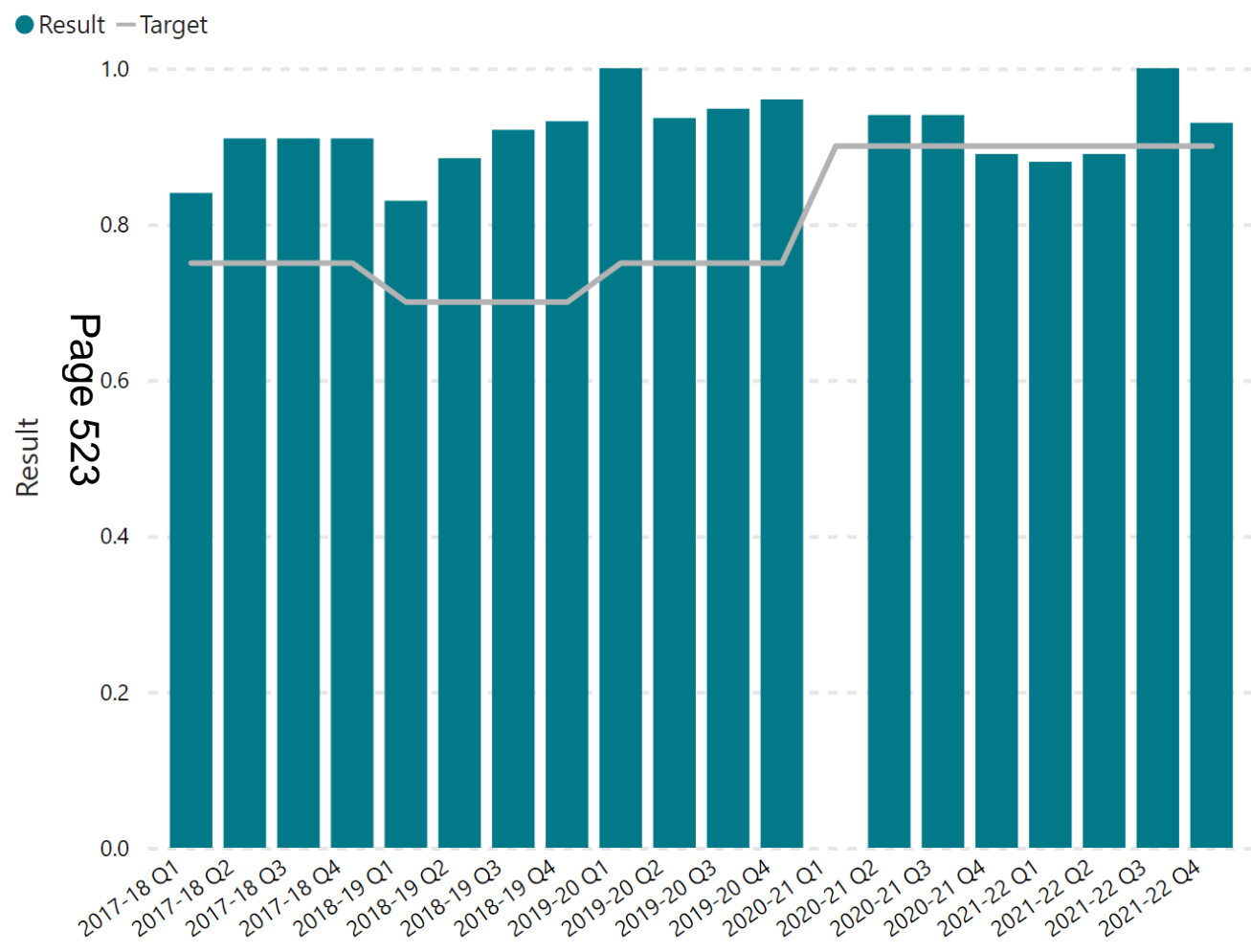
### Year End Result



# Safe, confident and empowered communities

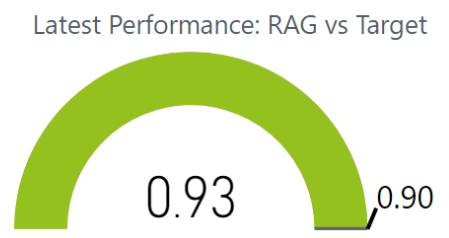
The percentage of customers satisfied with completed regeneration projects

Performance by Quarter

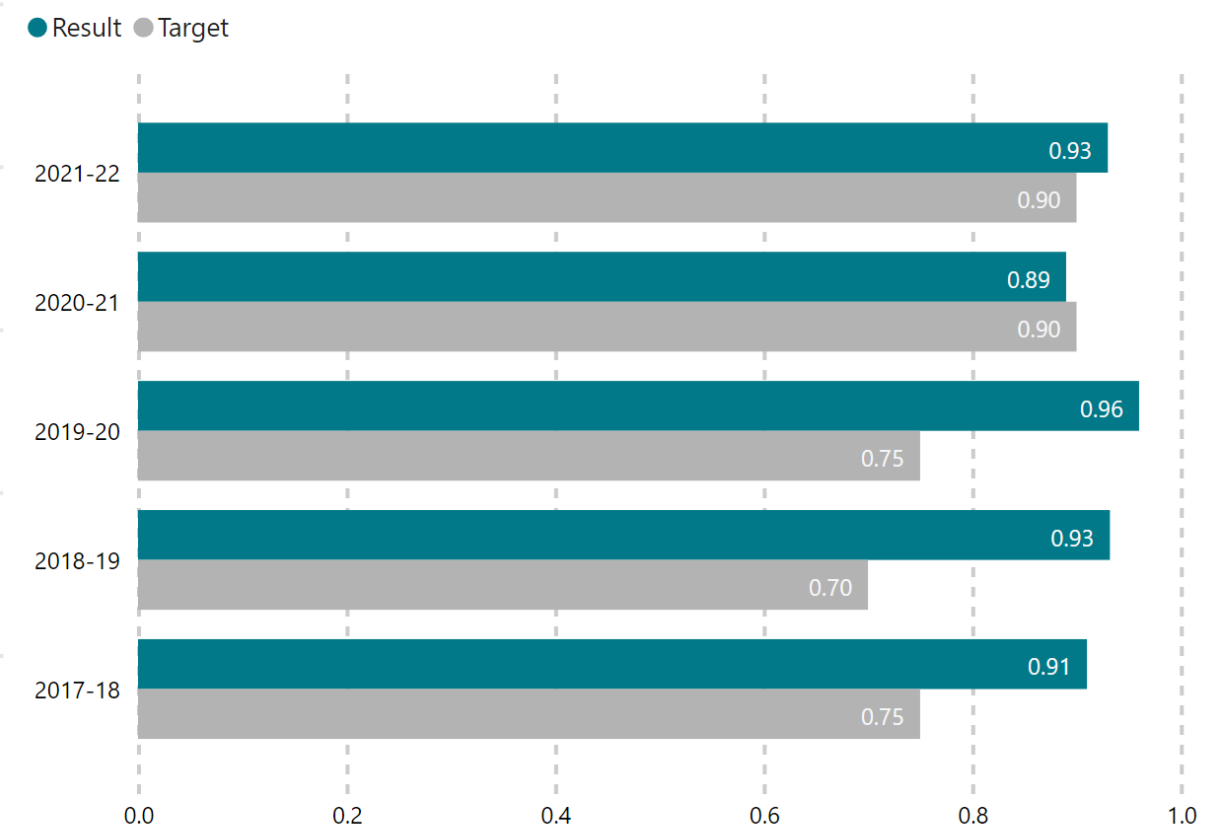


Latest Result  
**93.00%**

Current Year Target  
**90.00%**



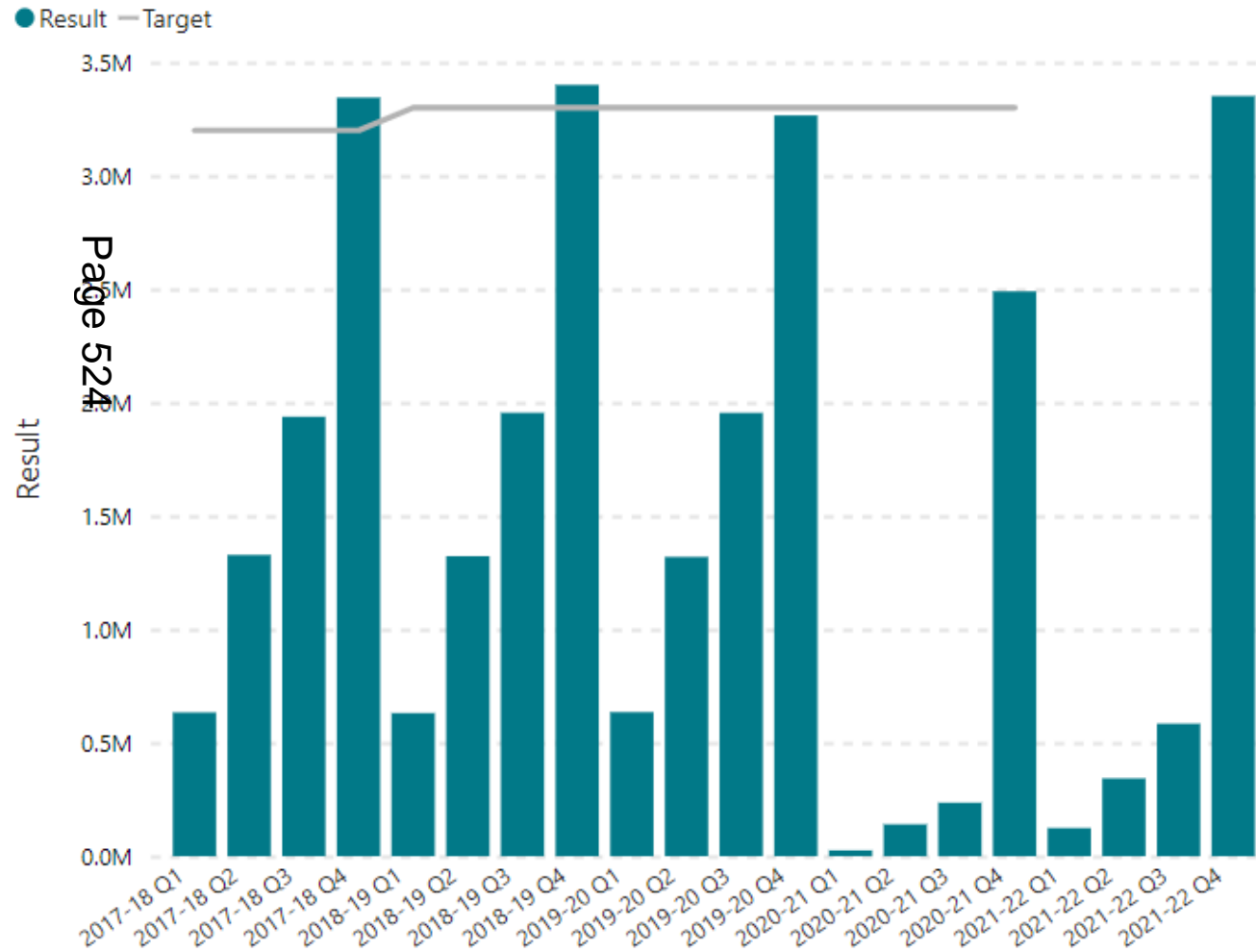
Year End Result



# Safe, confident and empowered communities

The number of visitors to libraries and Hubs across the city.

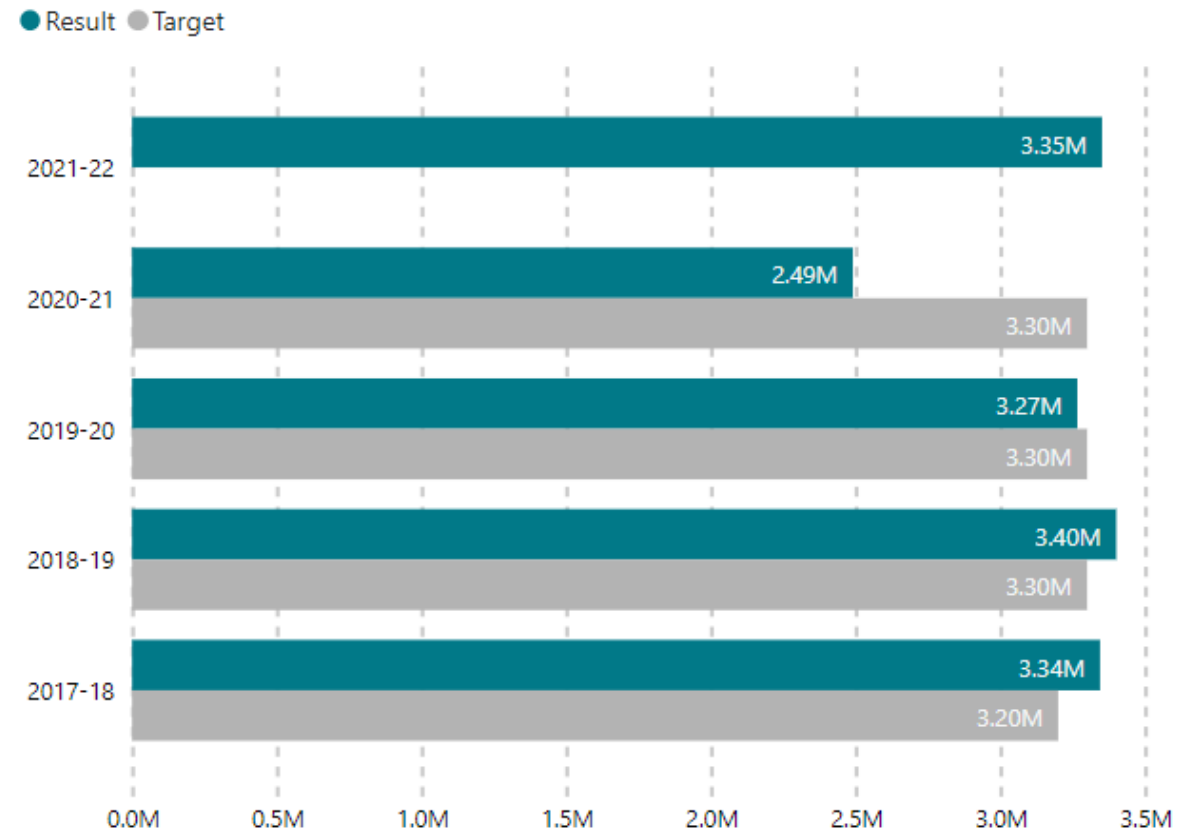
Performance by Quarter



Latest Result  
**3351526**

No Target Set. Monitor KPI.

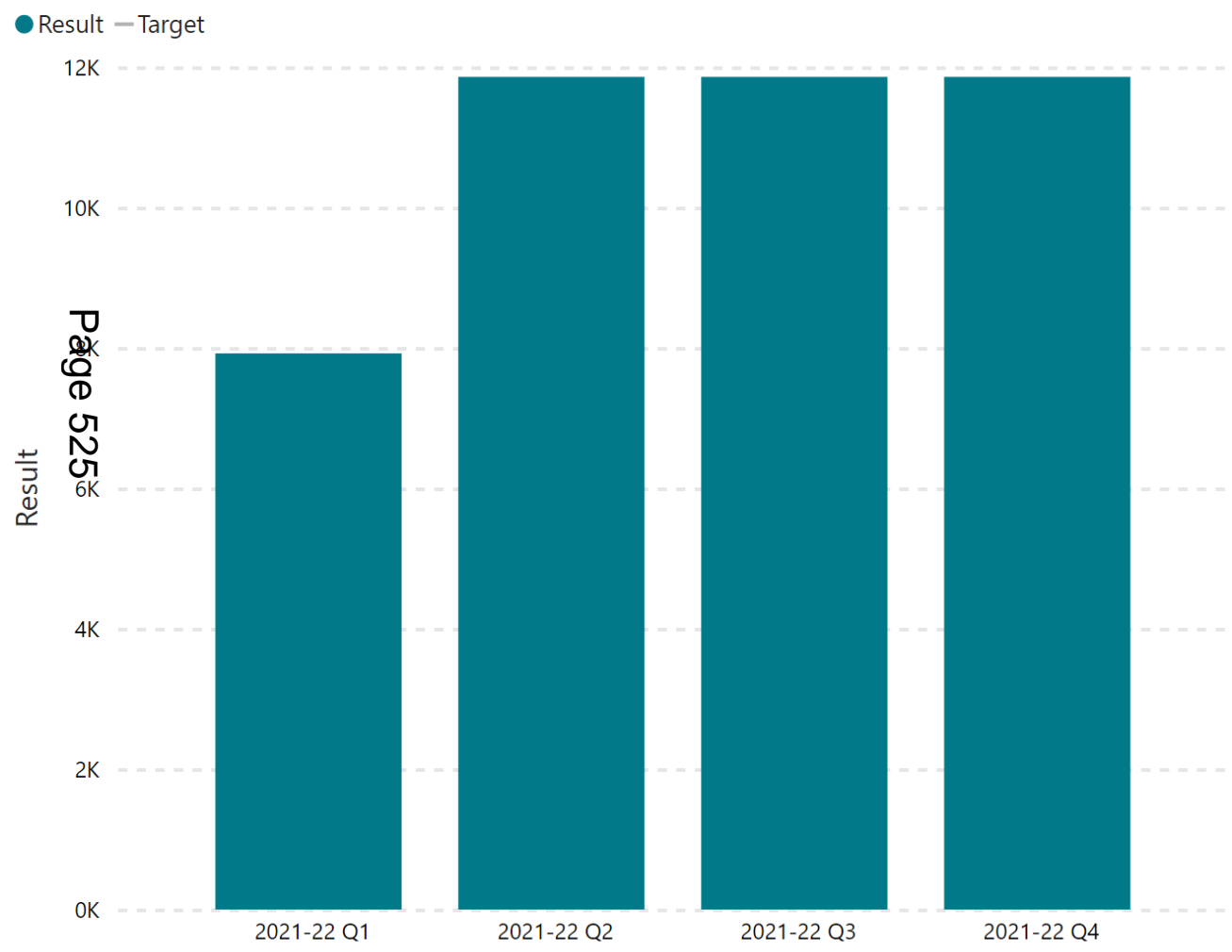
Year End Result



# Safe, confident and empowered communities

## The number of click and collect requests for library books

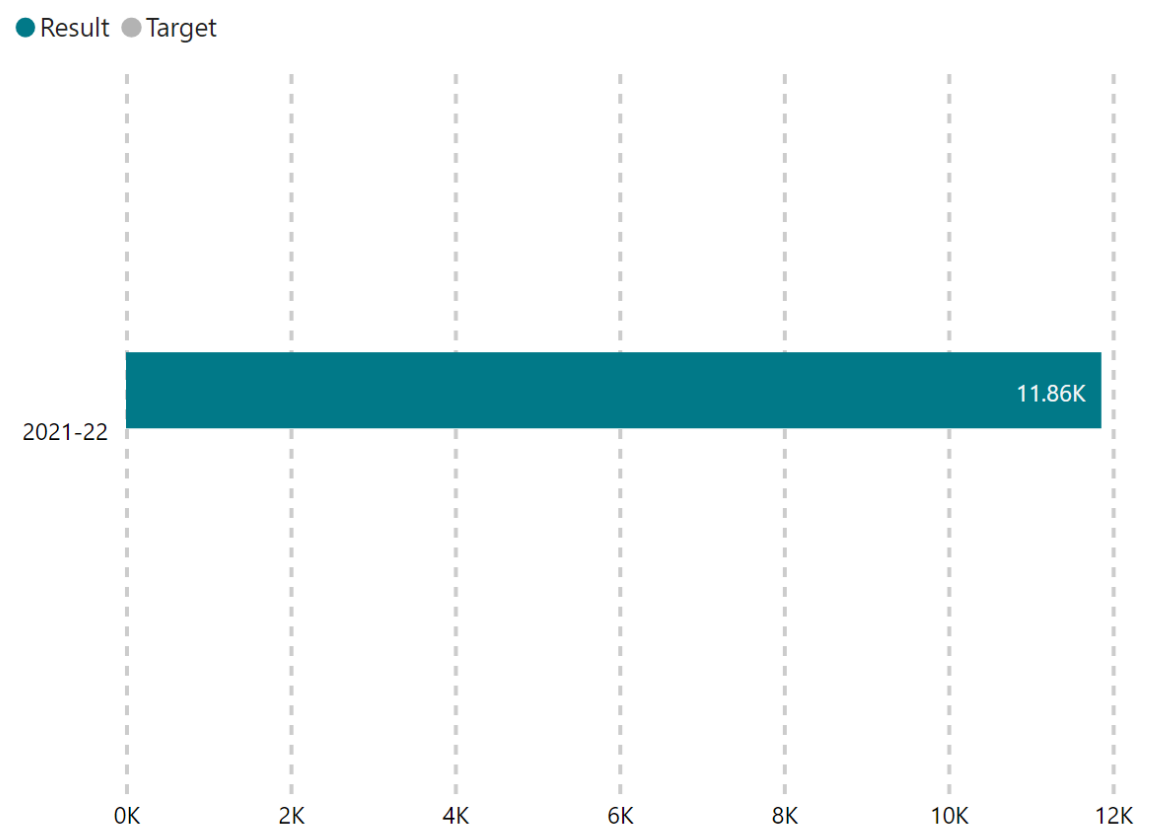
### Performance by Quarter



Latest Result  
**11862**

No Target Set. Monitor KPI.

### Year End Result



# Safe, confident and empowered communities

## The number of page views on the Hubs website

### Performance by Quarter

### Latest Result

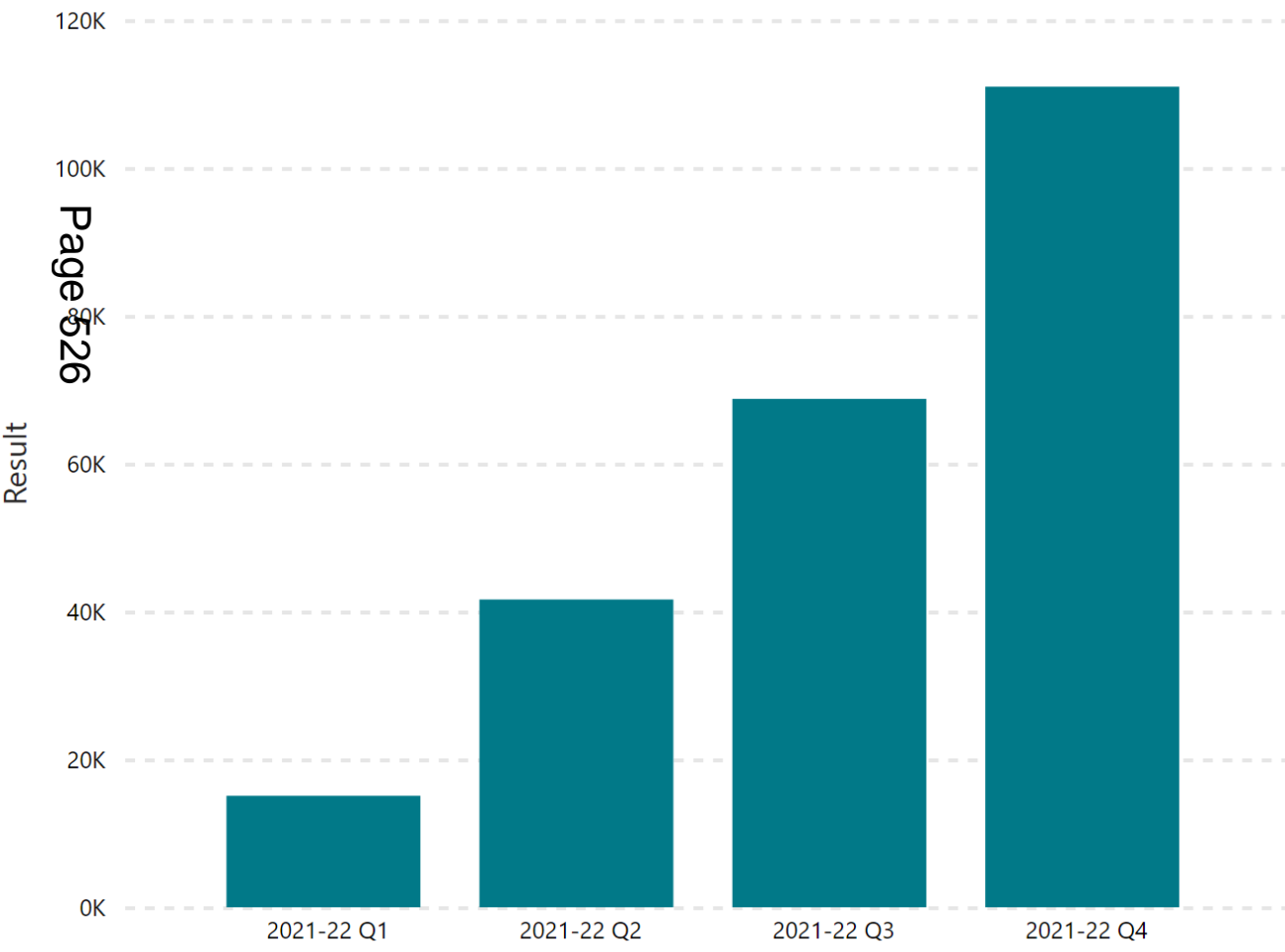
111006

No Target Set. Monitor KPI.

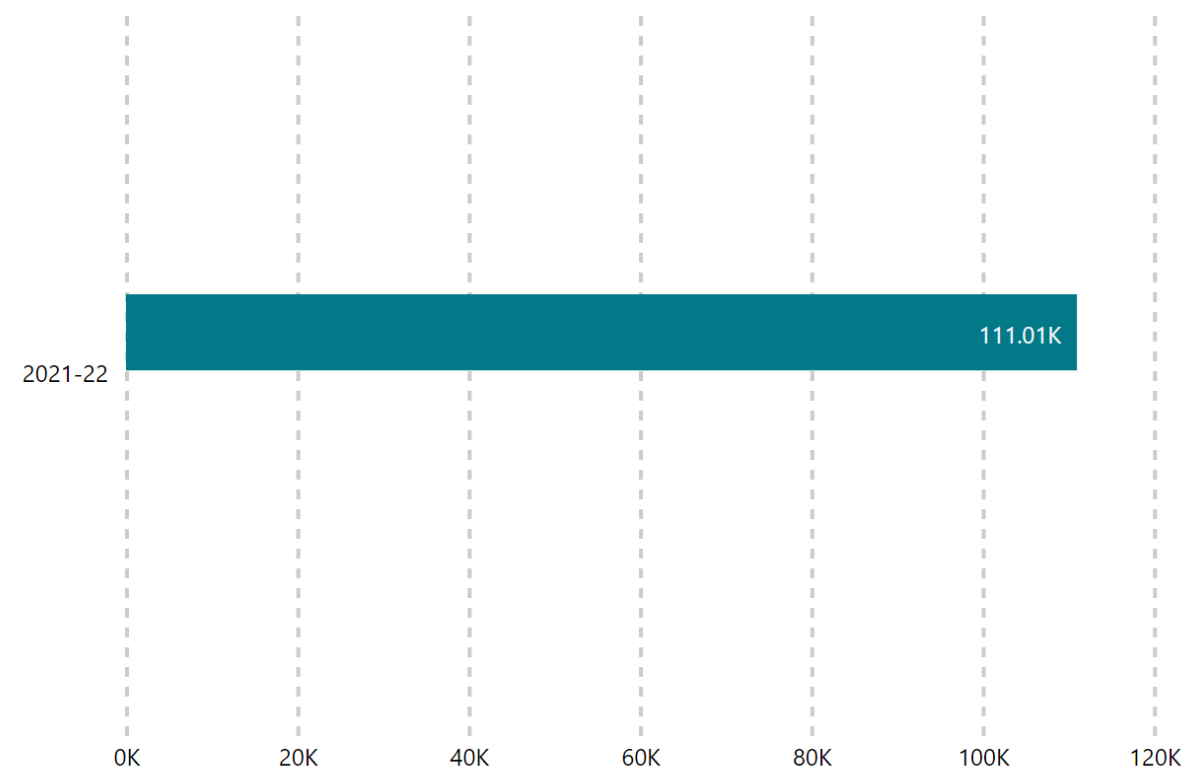
### Year End Result

111.01K

● Result — Target

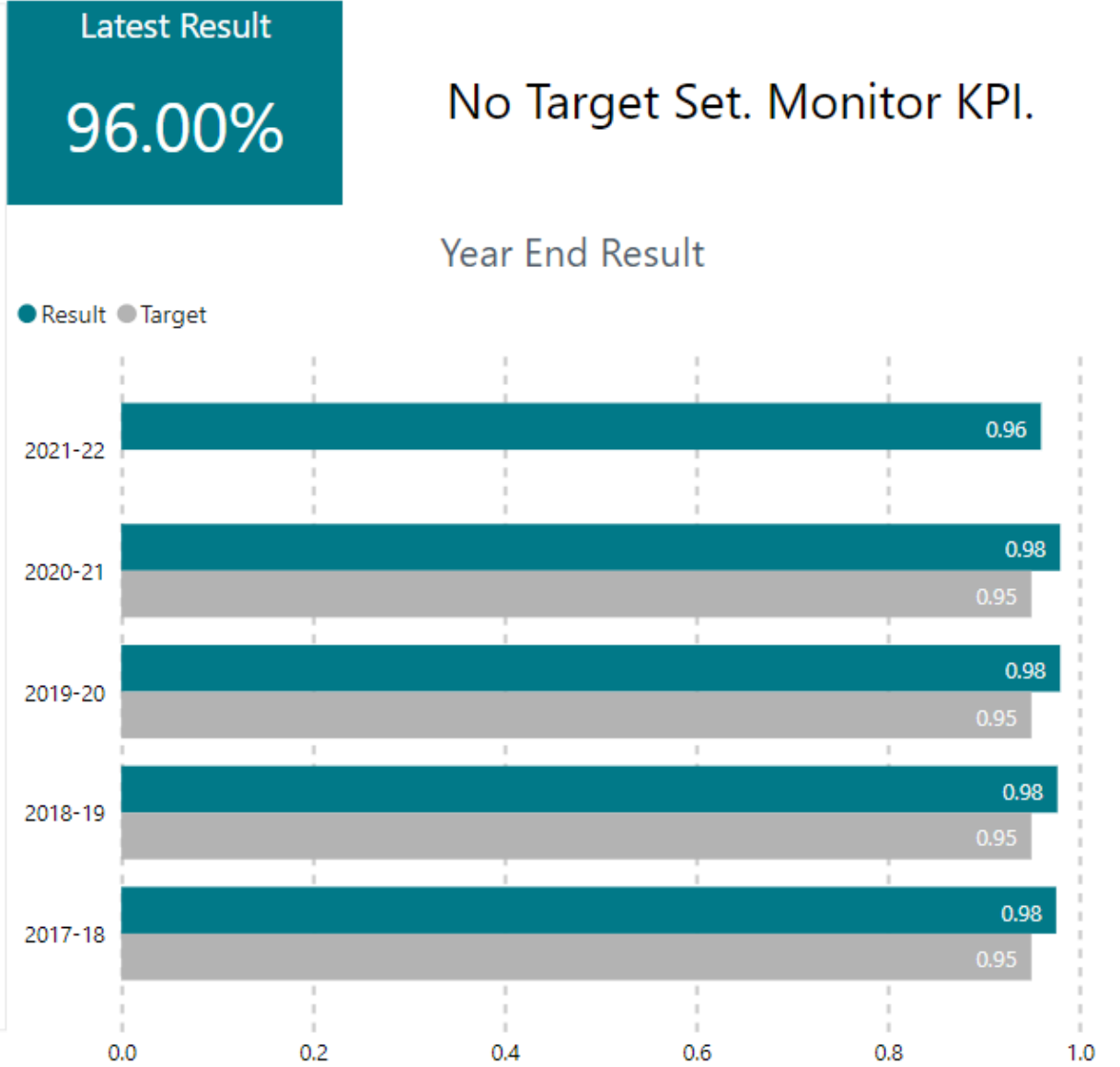
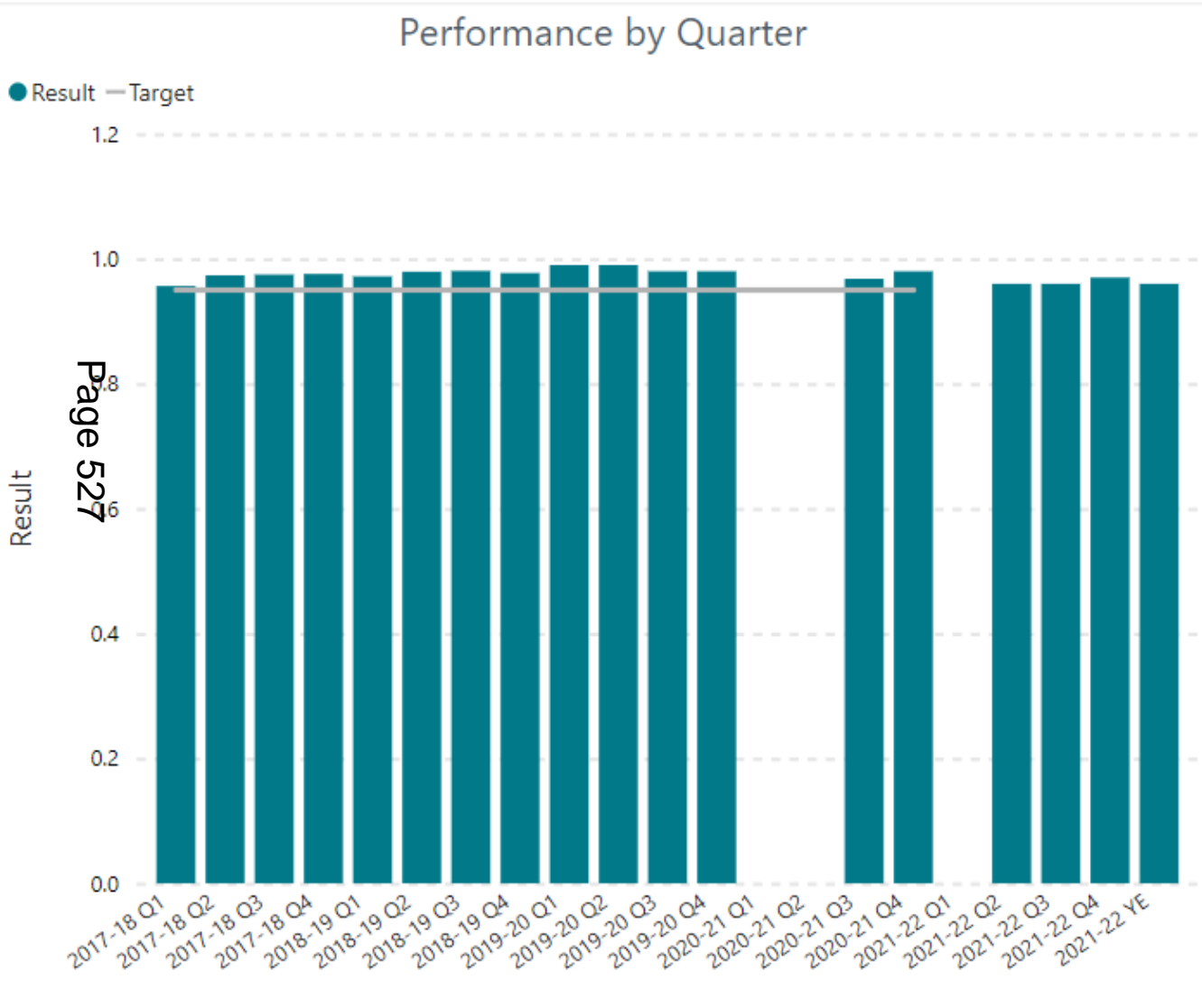


● Result ● Target



# Safe, confident and empowered communities

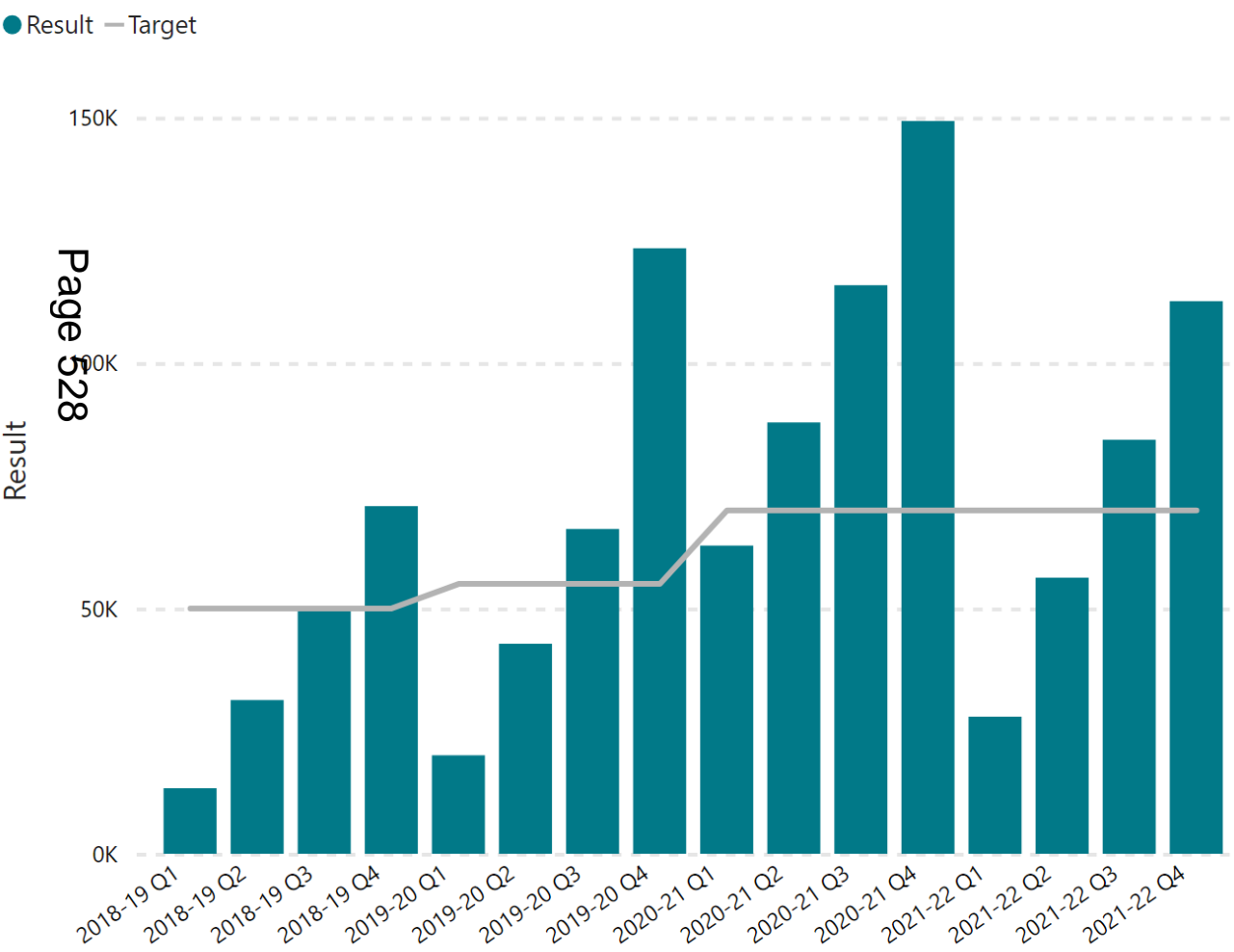
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'.



# Safe, confident and empowered communities

## The number of visits (page views) to the volunteer portal

### Performance by Quarter



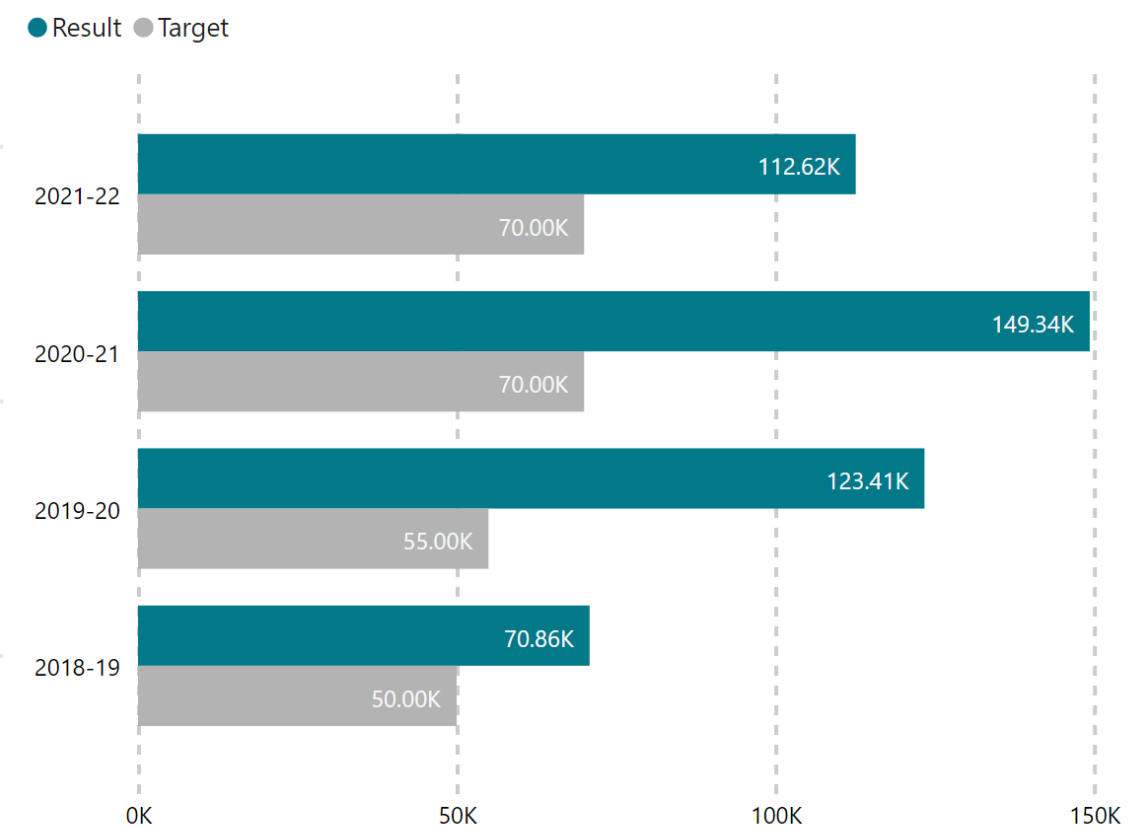
Latest Result  
**112622**

Current Year Target  
**70000**

Latest Performance: RAG vs Target

112.62K vs 70.00K

### Year End Result

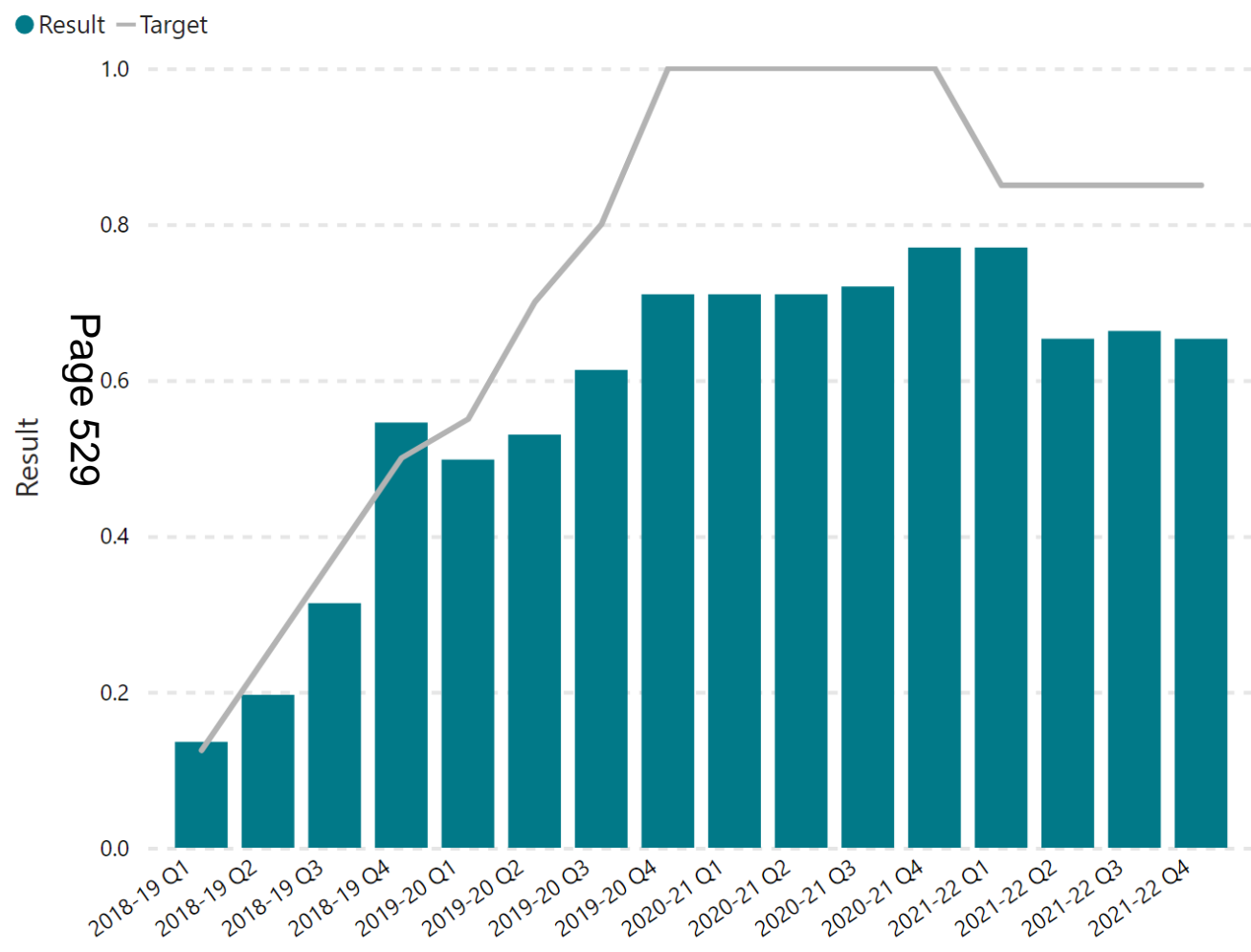




# Safe, confident and empowered communities

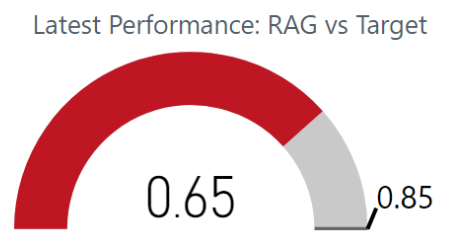
## The percentage of Council staff completing Safeguarding Awareness Training

Performance by Quarter

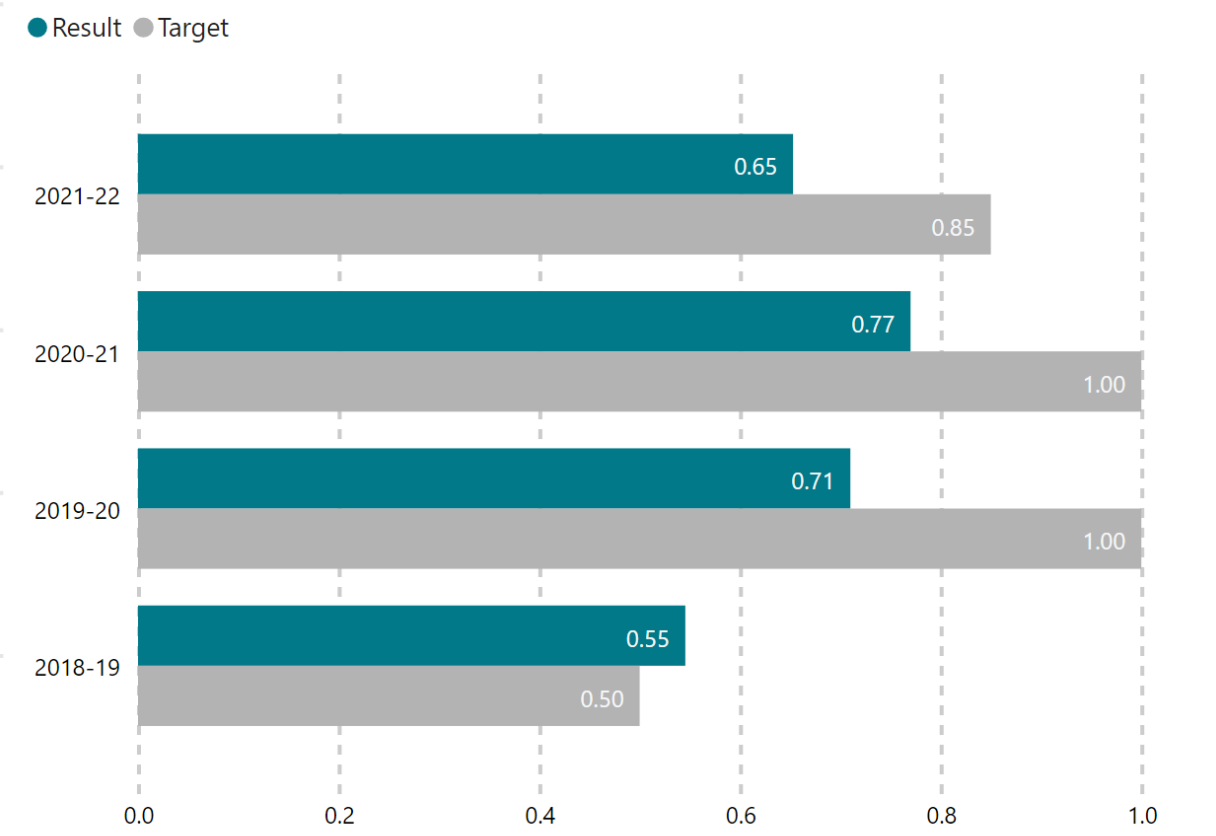


Latest Result  
**65.29%**

Current Year Target  
**85.00%**



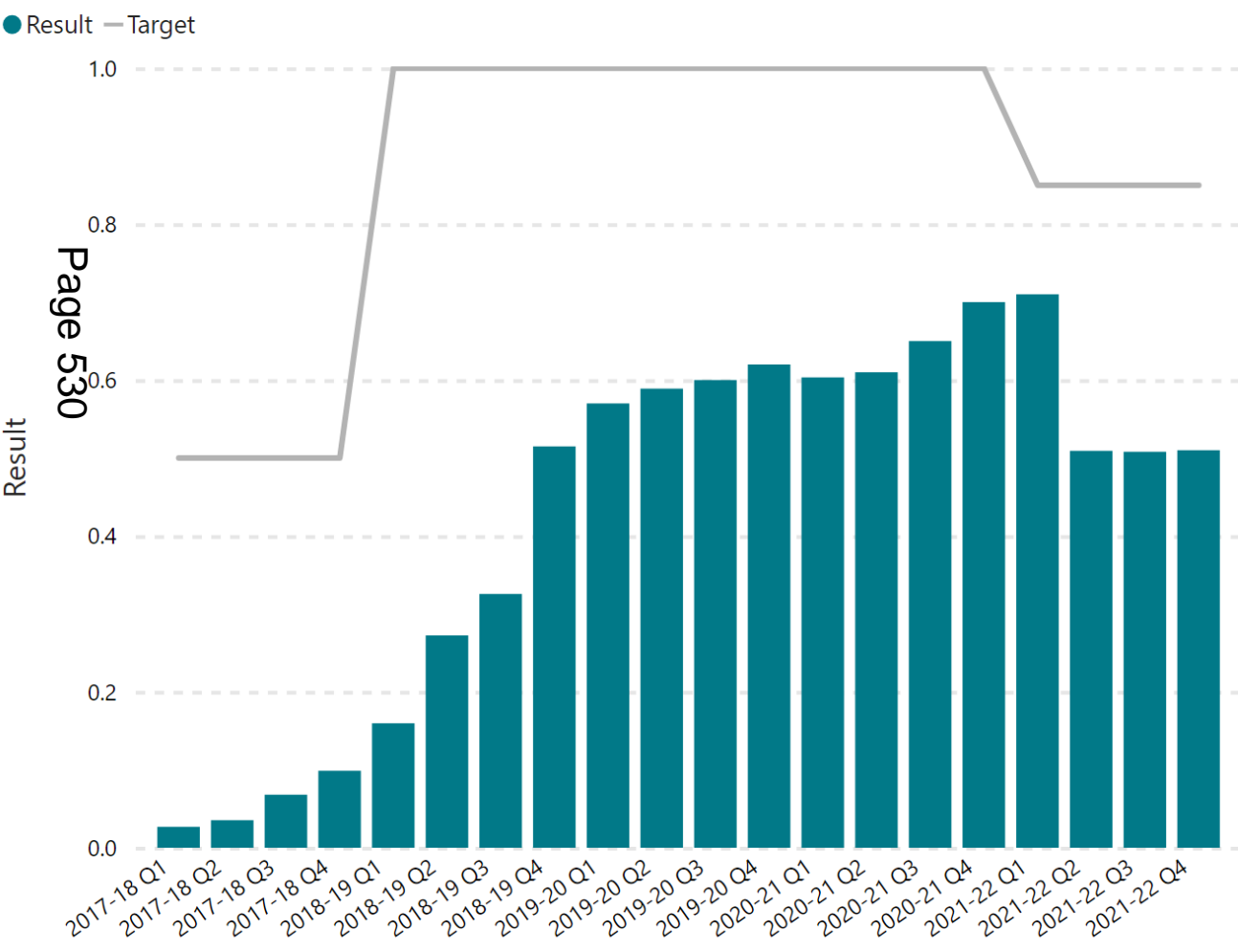
Year End Result



# Safe, confident and empowered communities

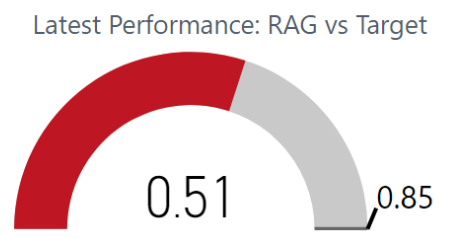
The percentage of Council staff completing the Level 1 online module of the National Training Framework on violence against women...

Performance by Quarter

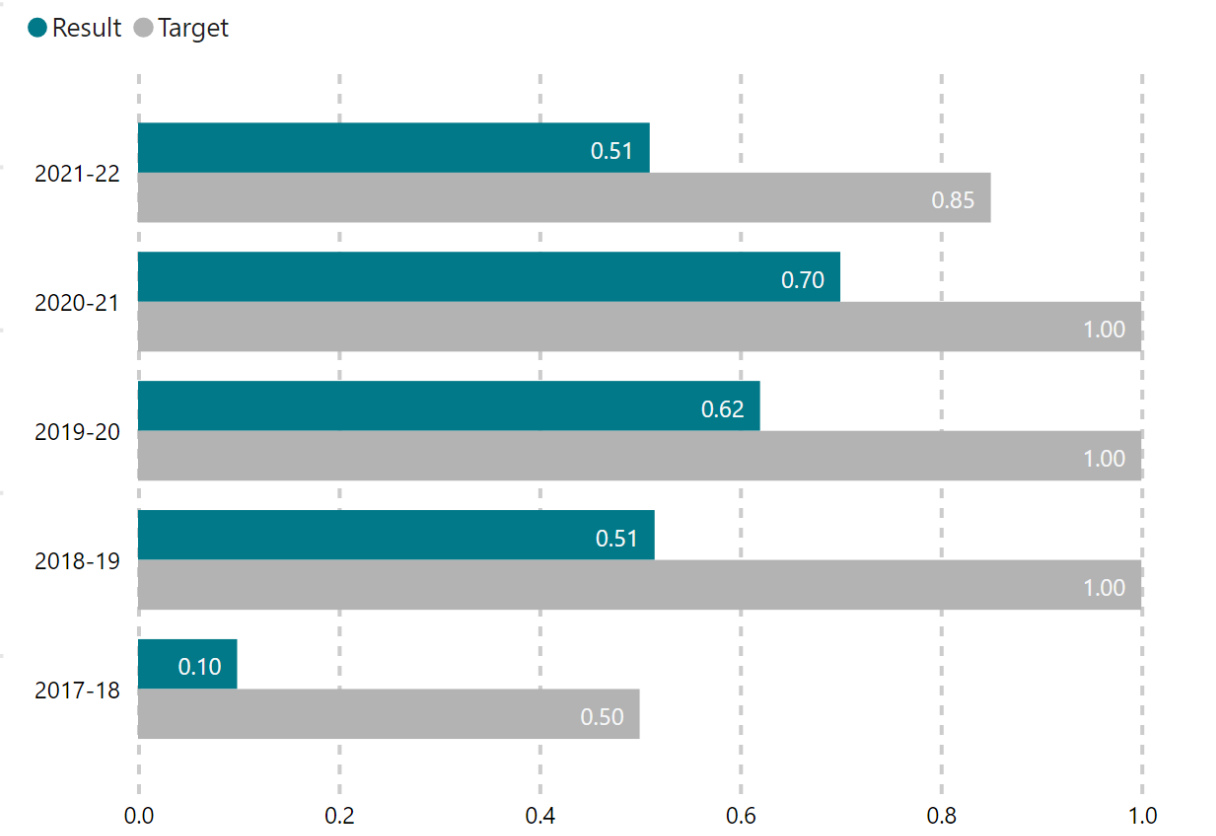


Latest Result  
**51.00%**

Current Year Target  
**85.00%**



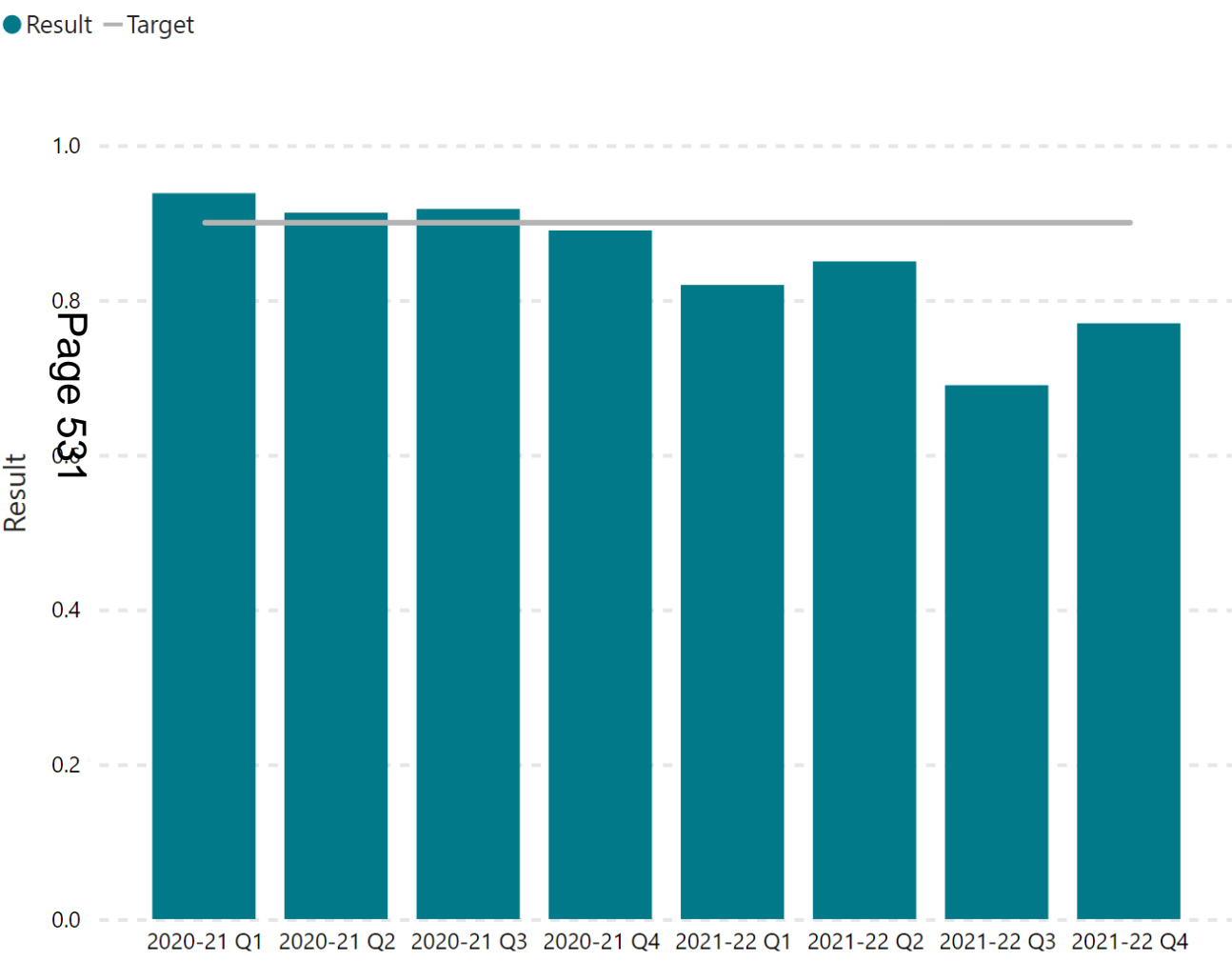
Year End Result



# Safe, confident and empowered communities

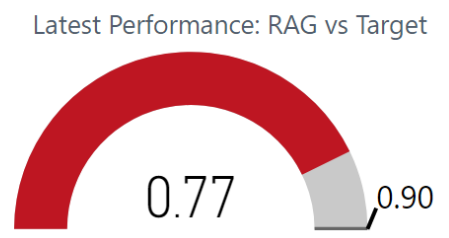
The percentage of referrals for South Wales Police regarding high-risk domestic abuse victims, where contact has been attempted by ...

Performance by Quarter

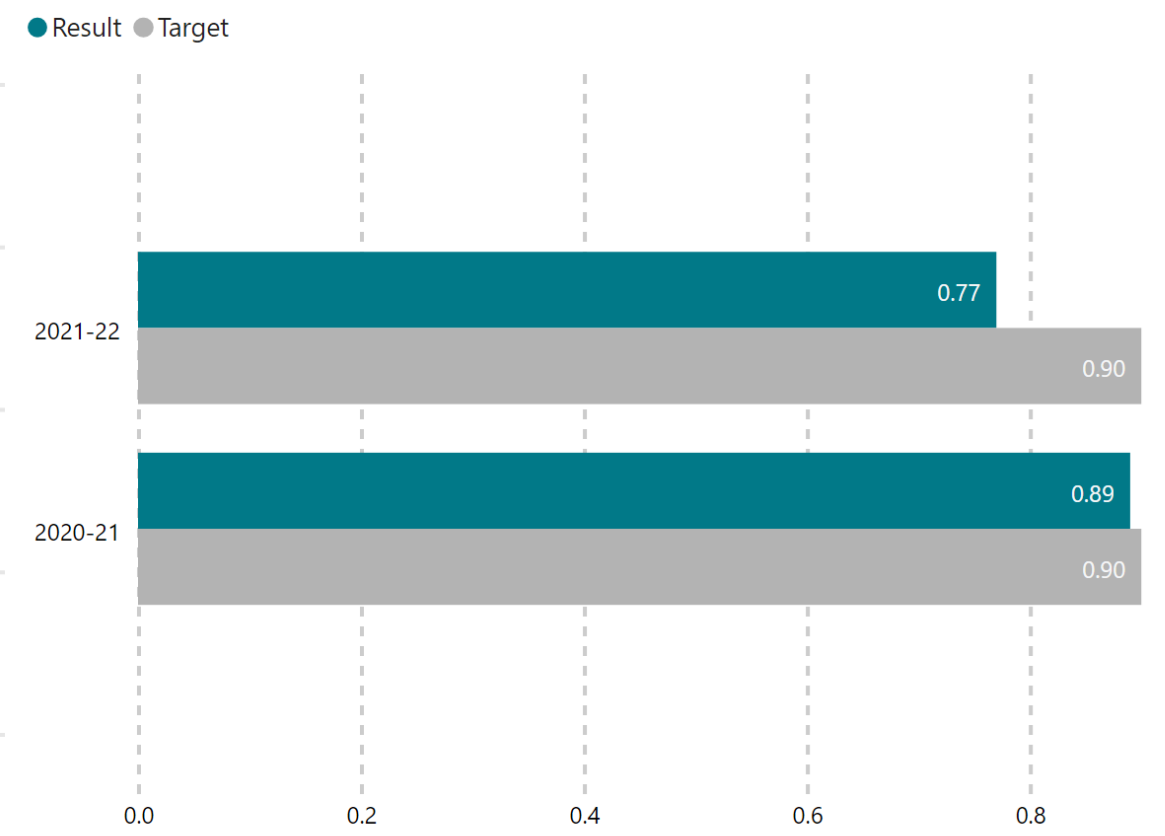


Latest Result  
**77.00%**

Current Year Target  
**90.00%**



Year End Result



# Safe, confident and empowered communities

## The number of adult protection enquiries received

Performance by Quarter

Latest Result  
**1738**

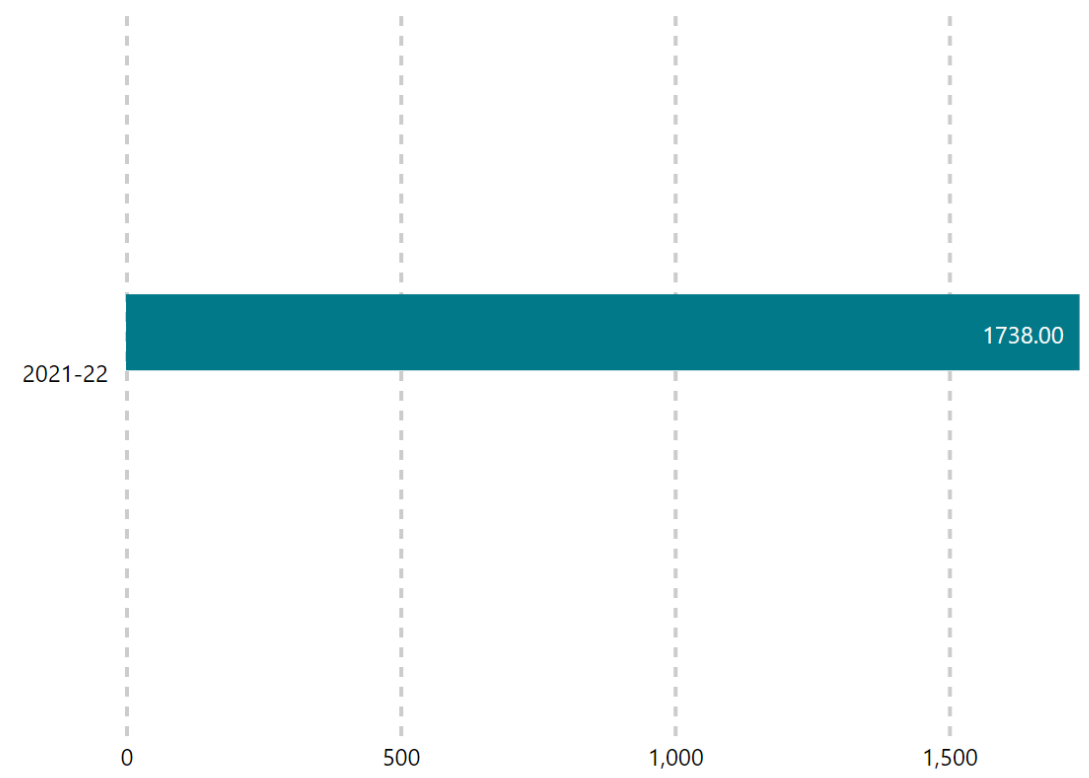
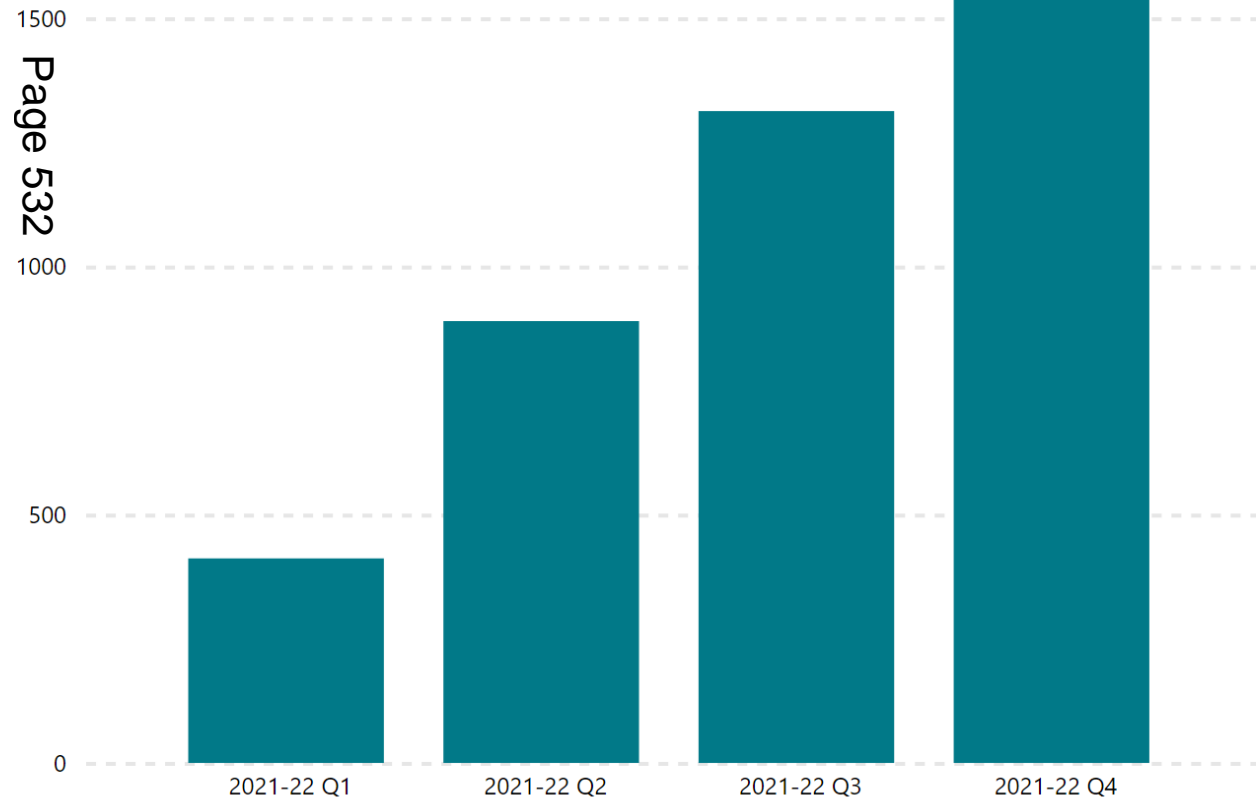
No Target Set. Monitor KPI.

Year End Result

● Result — Target

Result  
Page 532

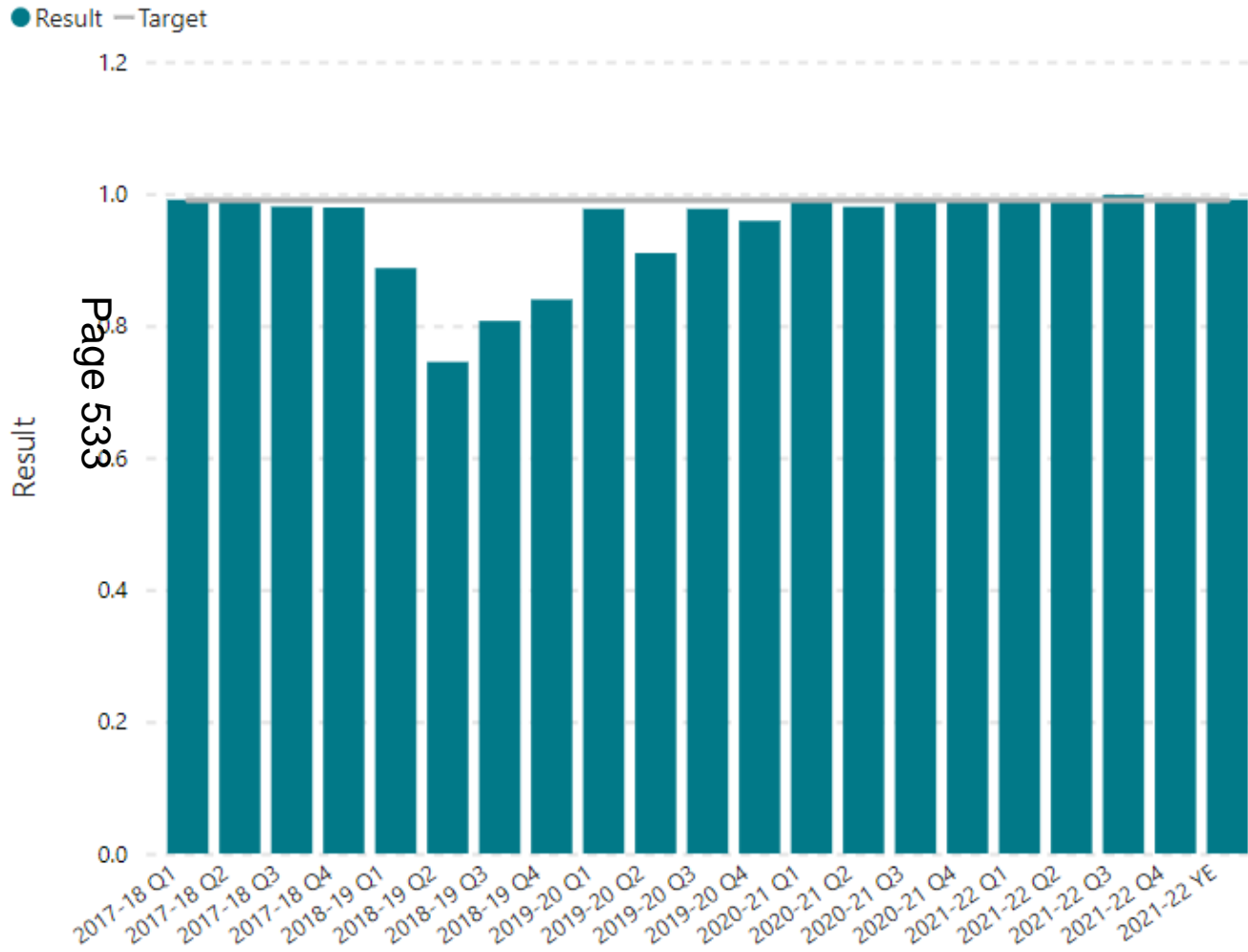
● Result ● Target



# Safe, confident and empowered communities

The percentage of adult protection enquiries completed within seven days

Performance by Quarter

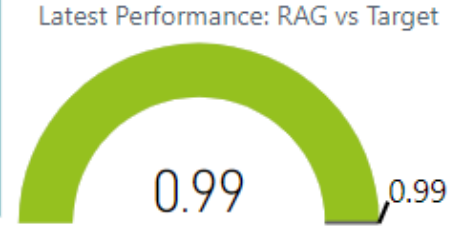


Latest Result

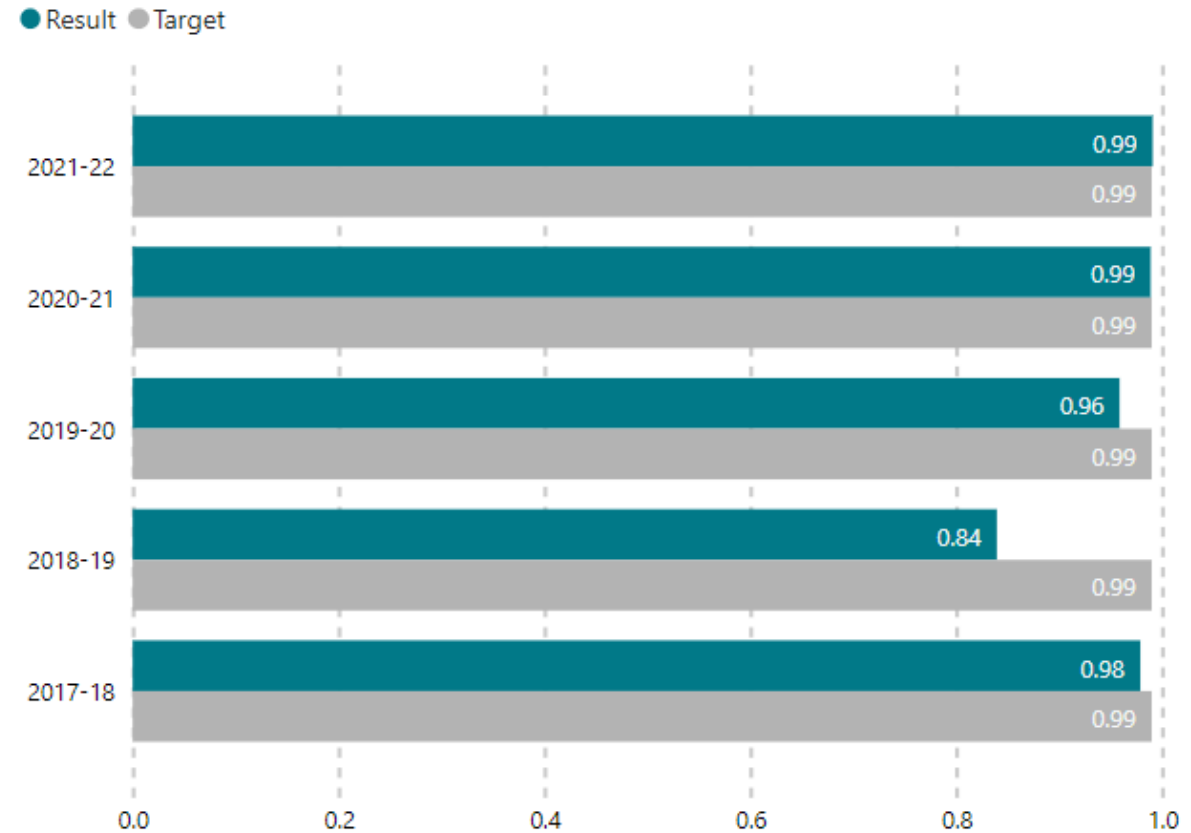
**99.10%**

Current Year Target

**99.00%**



Year End Result

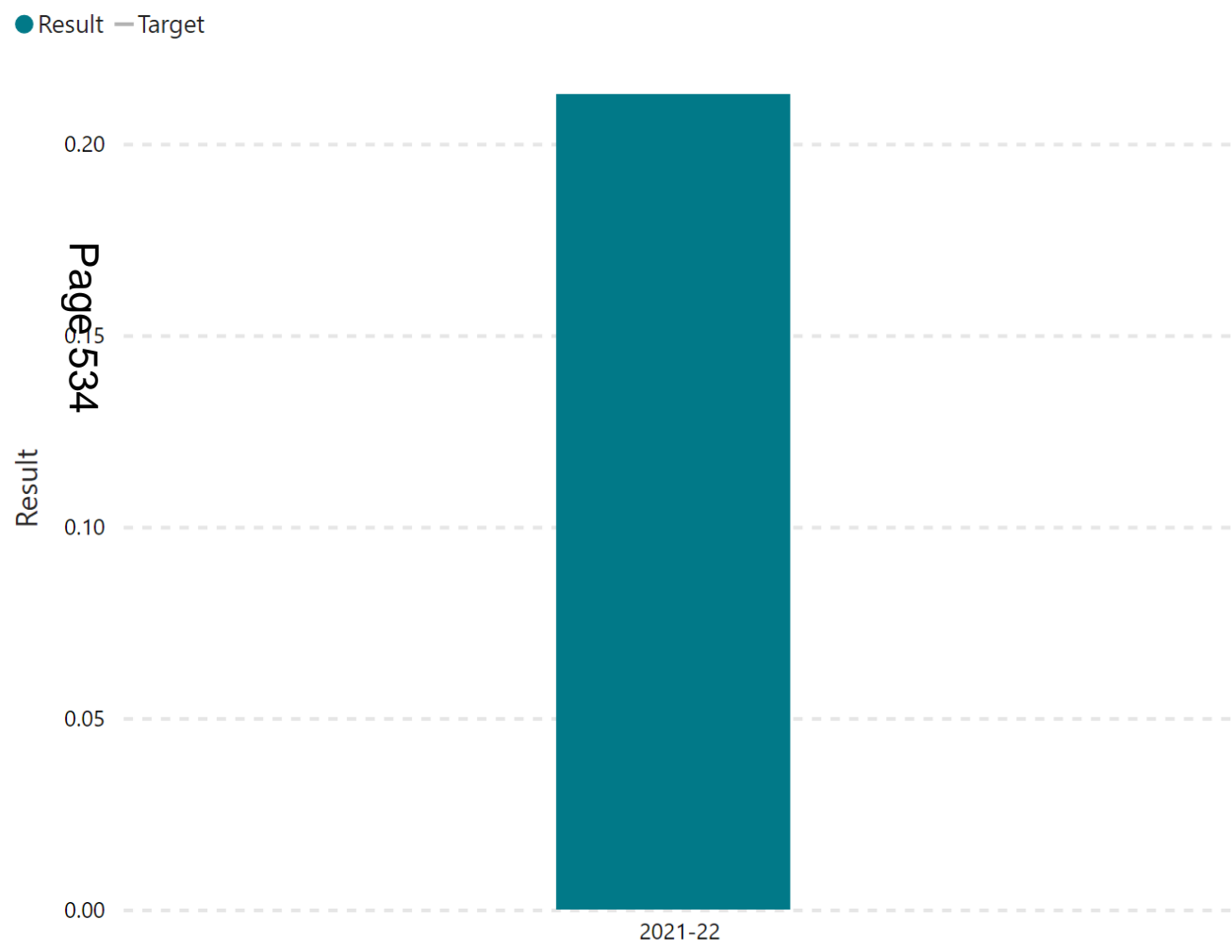


Page 533

# Safe, confident and empowered communities

The extent to which citizens agree that local public services are successfully dealing with anti-social behaviour and crime in their local ...

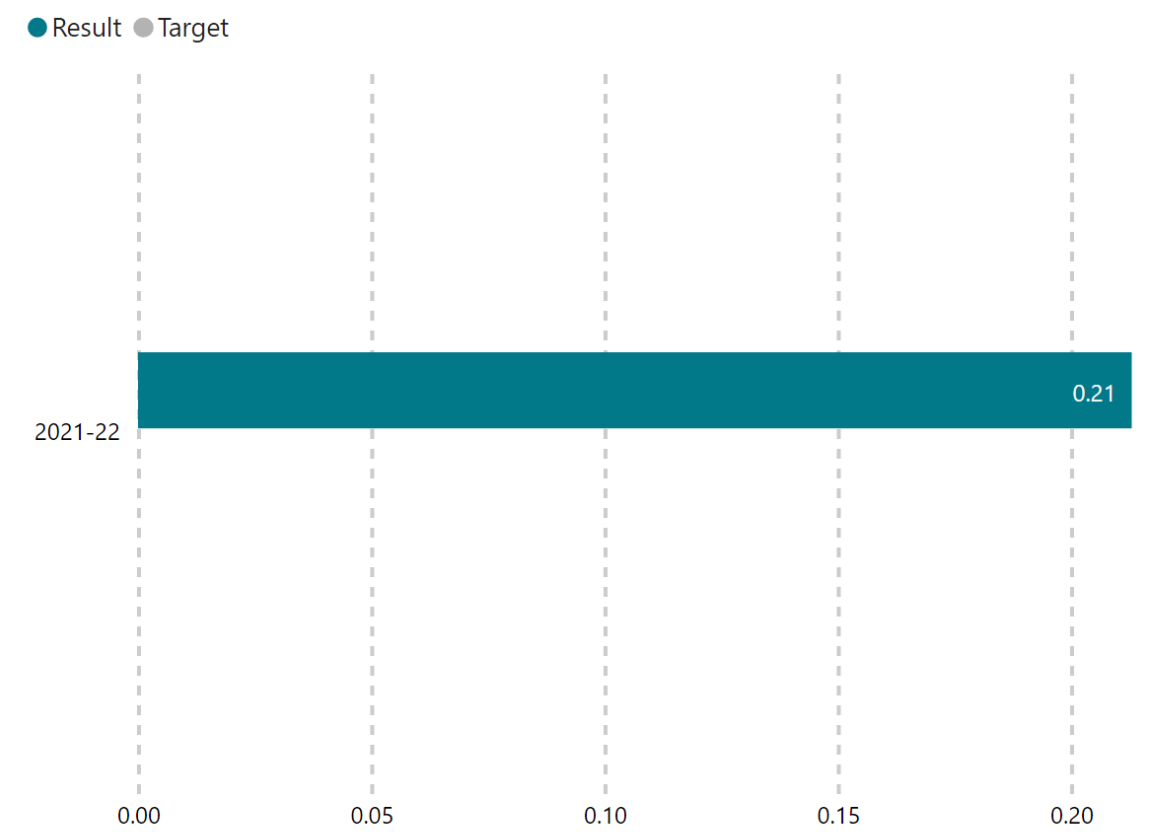
### Performance by Quarter



Latest Result  
**21.30%**

No Target Set. Monitor KPI.

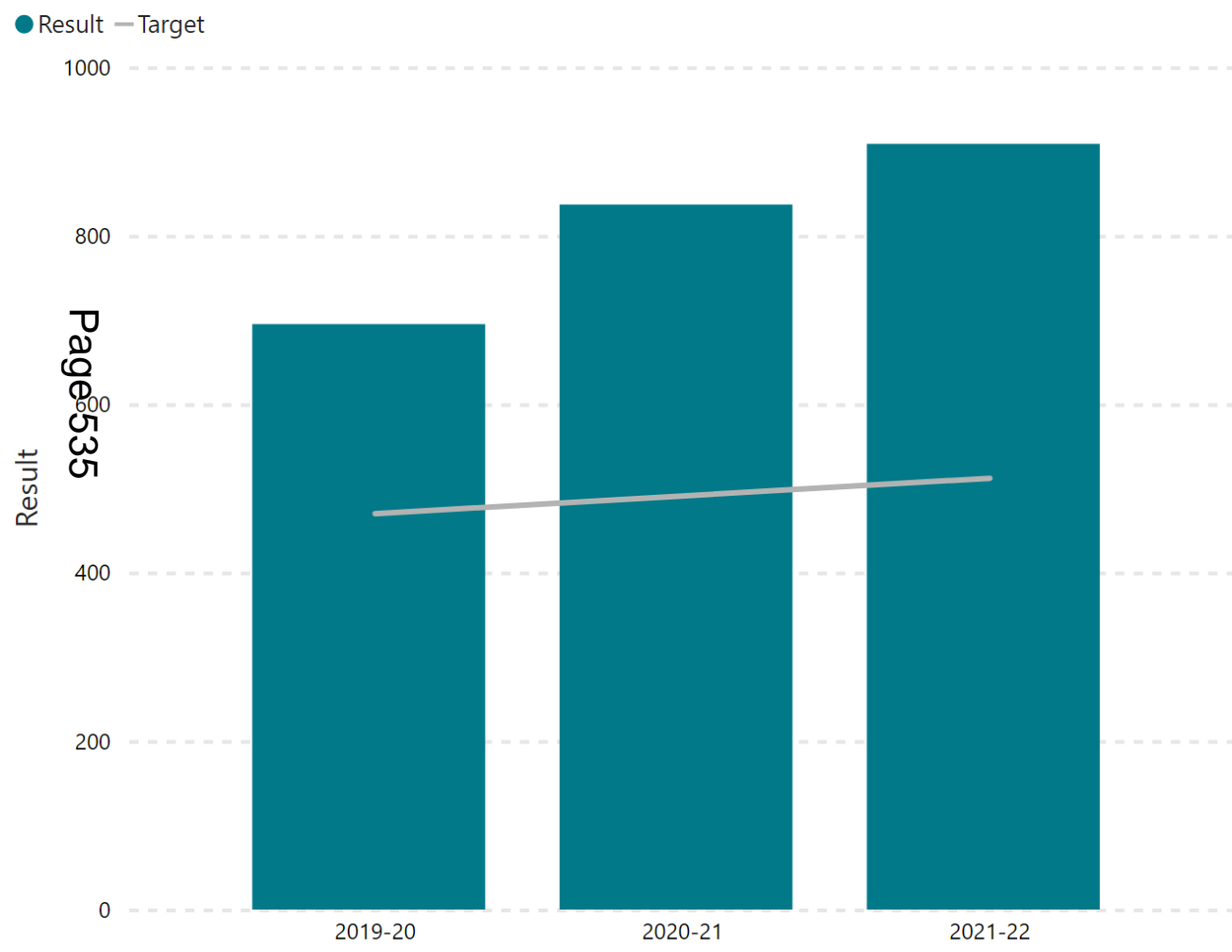
### Year End Result



# Safe, confident and empowered communities

### The number of staff with Welsh language skills.

#### Performance by Quarter



Latest Result

909

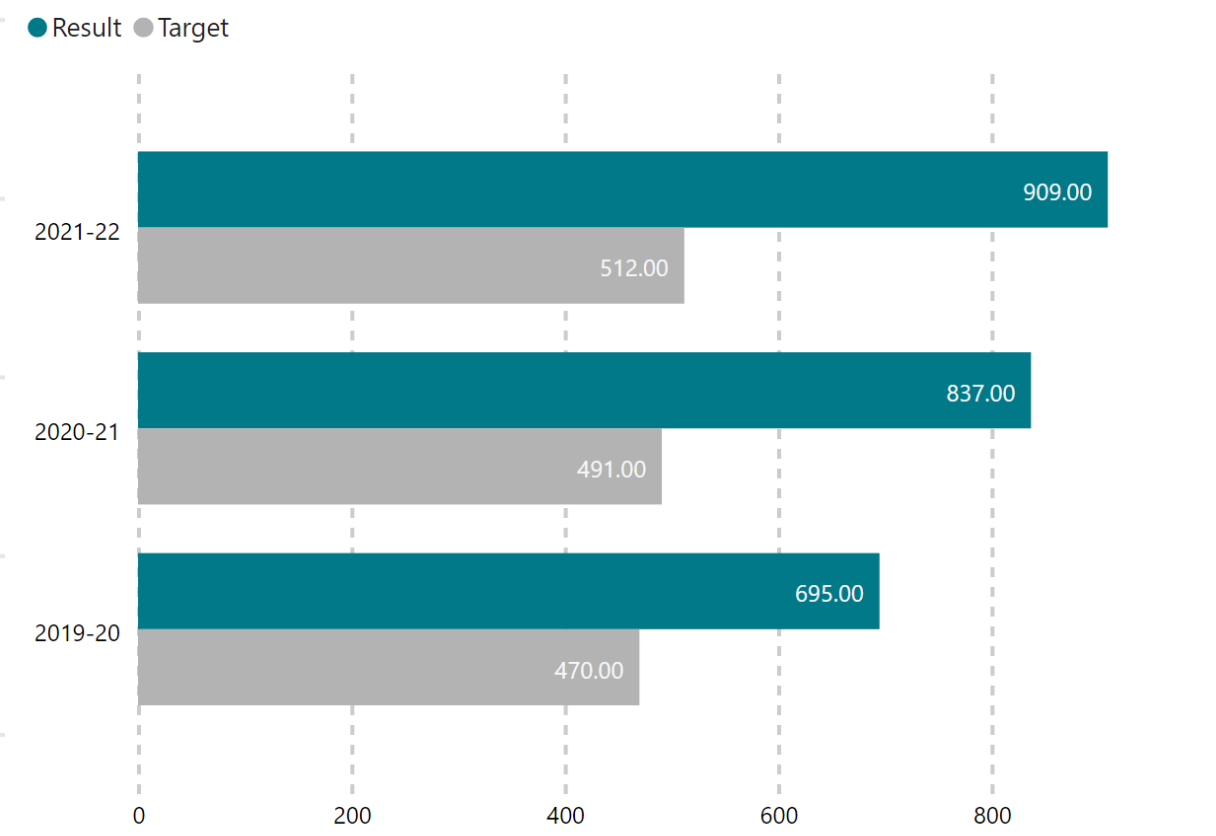
Current Year Target

512

Latest Performance: RAG vs Target

909.00 512.00

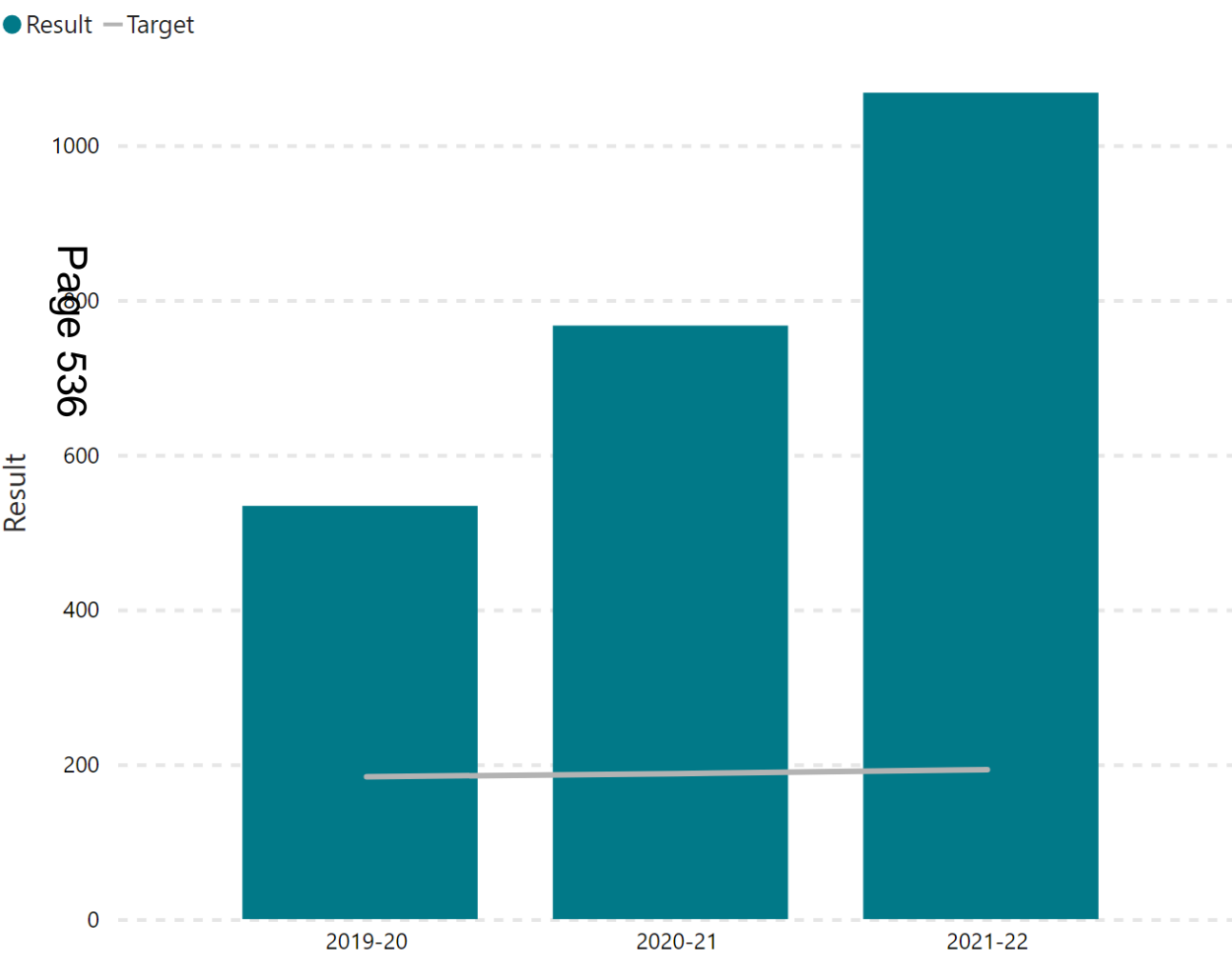
#### Year End Result



# Safe, confident and empowered communities

### The number of staff attending Welsh courses.

#### Performance by Quarter



Latest Result

**1068**

Current Year Target

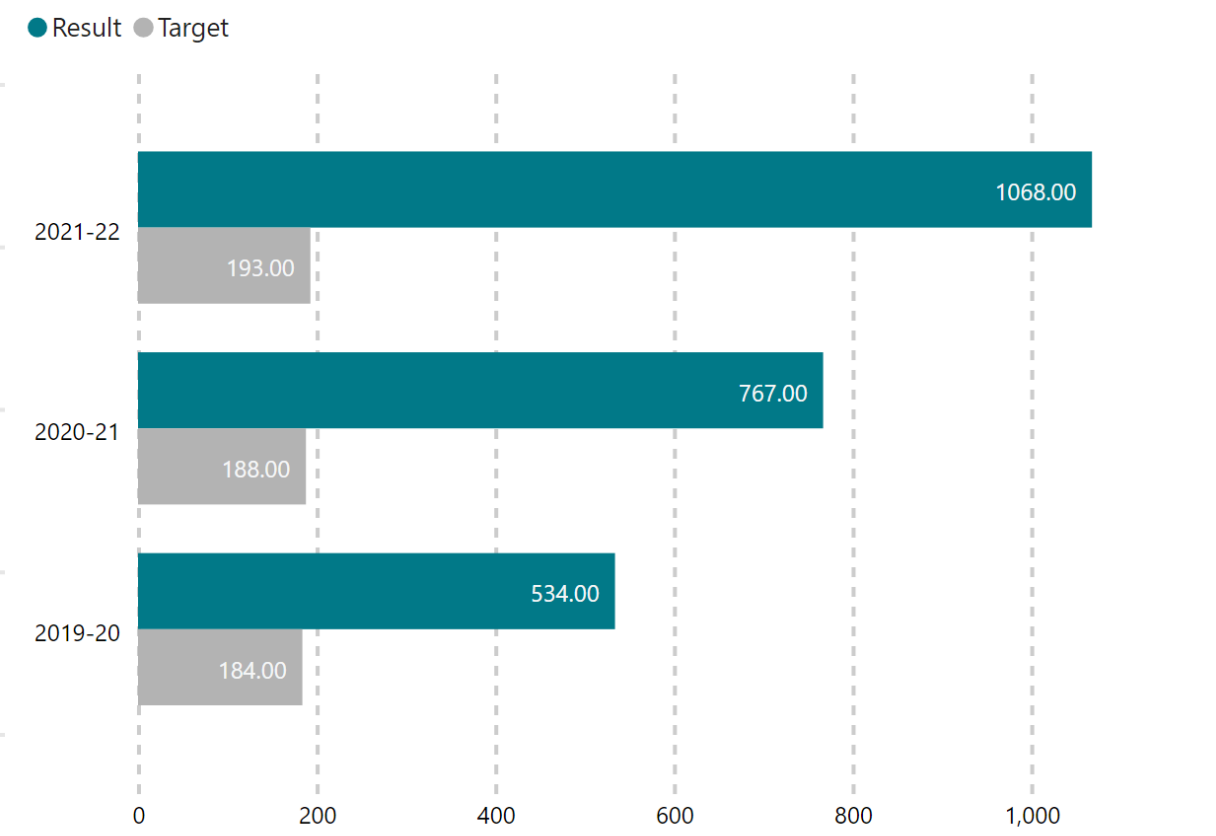
**193**

Latest Performance: RAG vs Target

**1.07K**

193.00

#### Year End Result

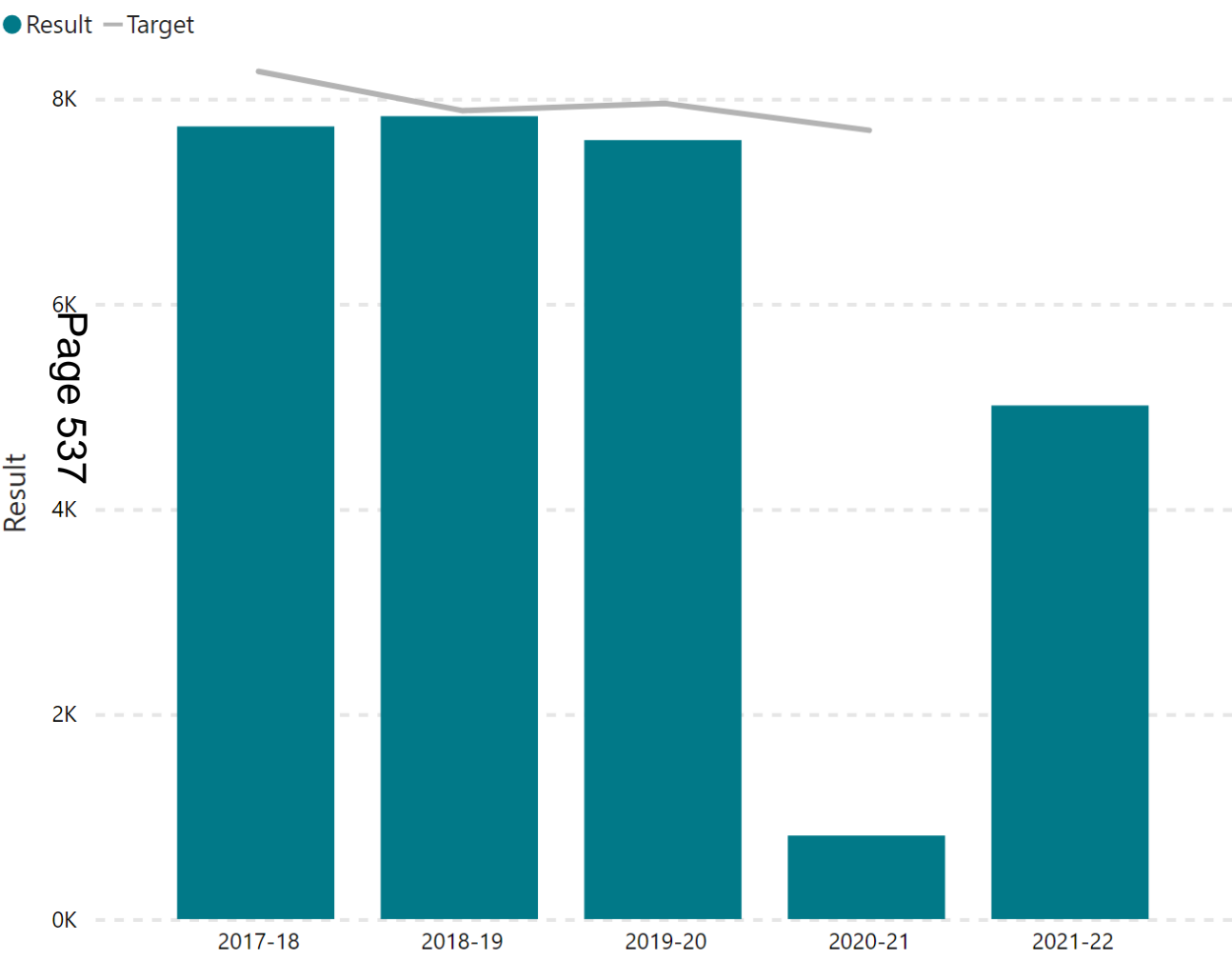




# Safe, confident and empowered communities

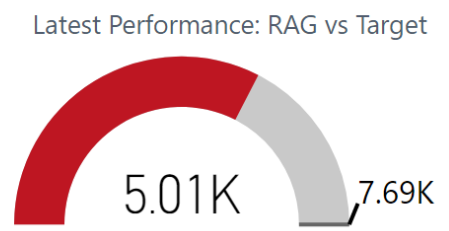
The number of visits to Local Authority sport and leisure centres during the year per 1,000 population where the visitor will be partici...

Performance by Quarter

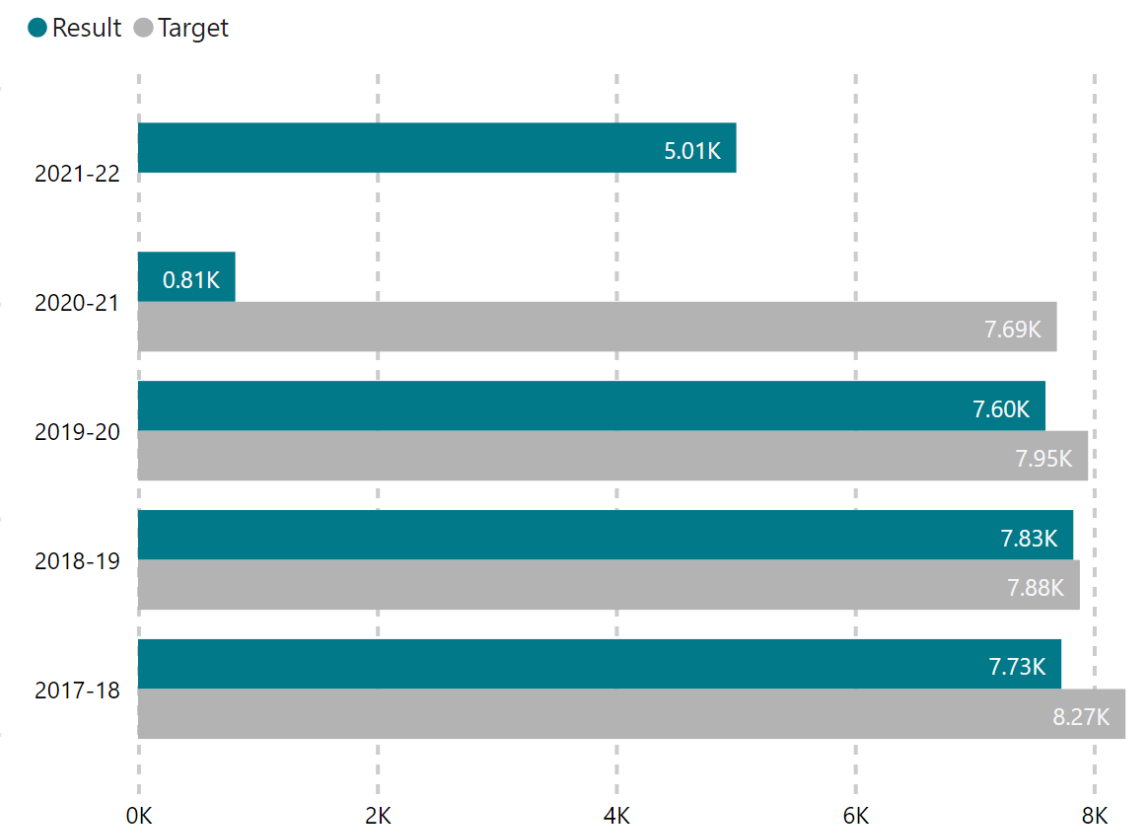


Latest Result  
**5008.41**

Current Year Target  
**7691.97**



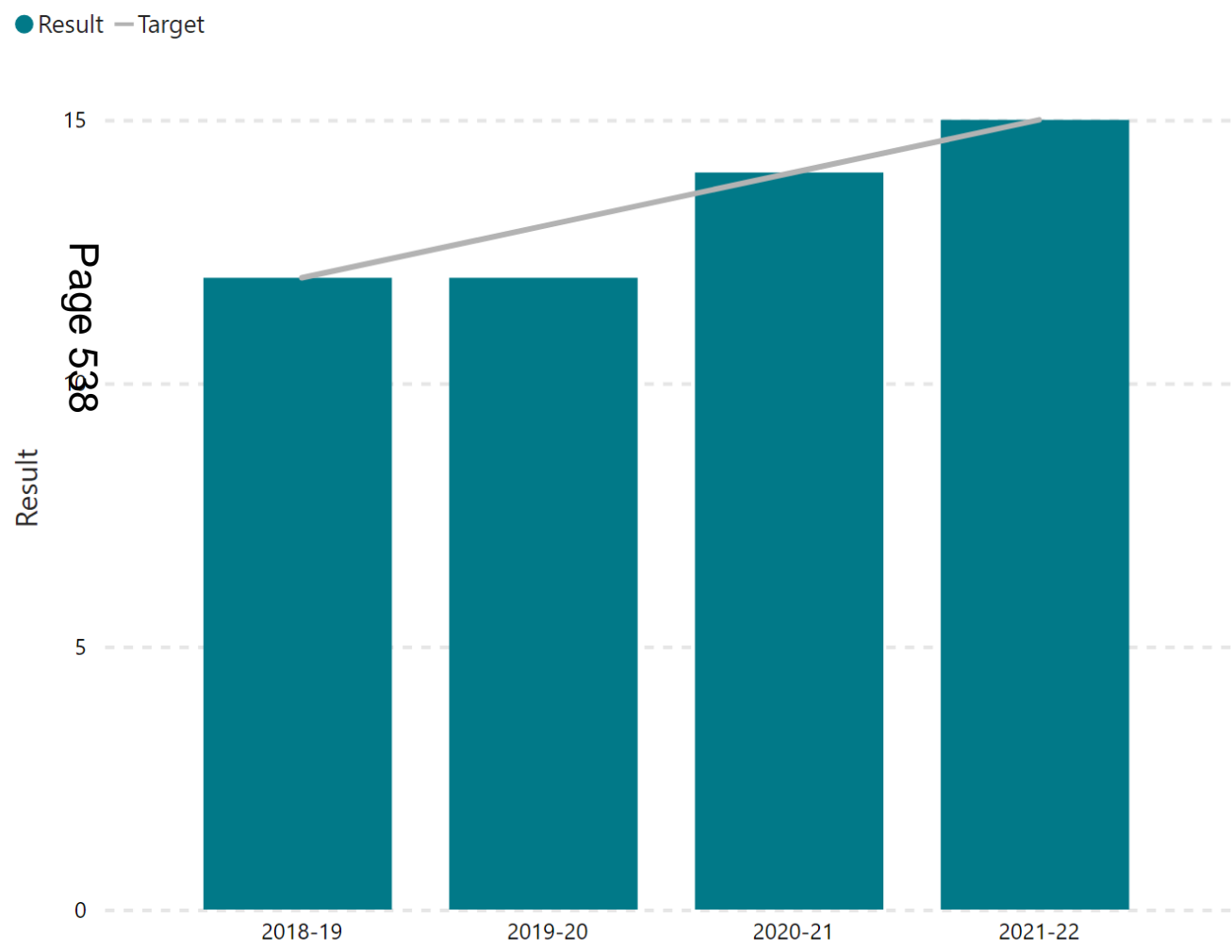
Year End Result



# Safe, confident and empowered communities

The number of Green Flag parks and open spaces.

Performance by Quarter

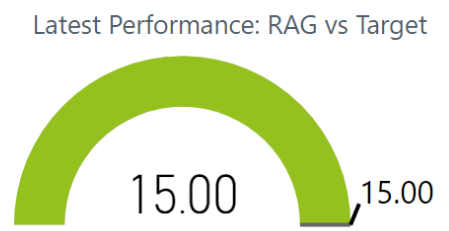


Latest Result

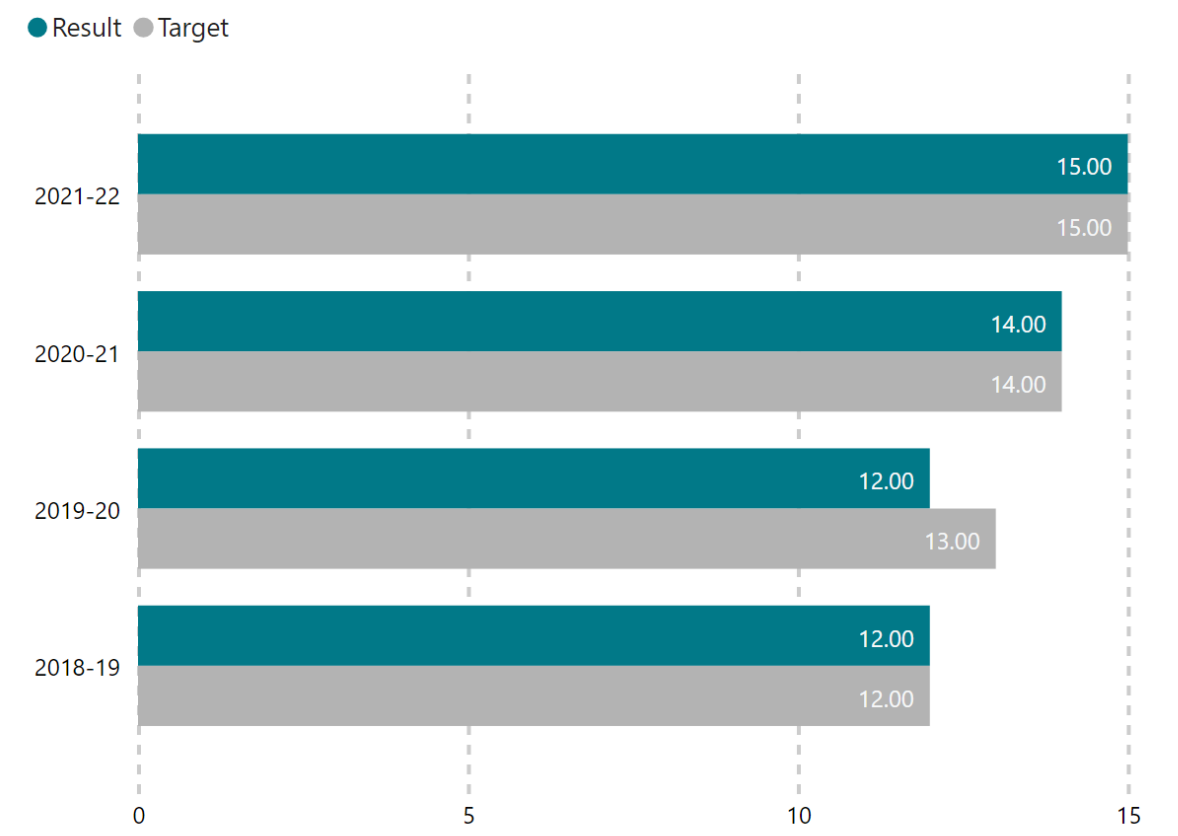
15

Current Year Target

15



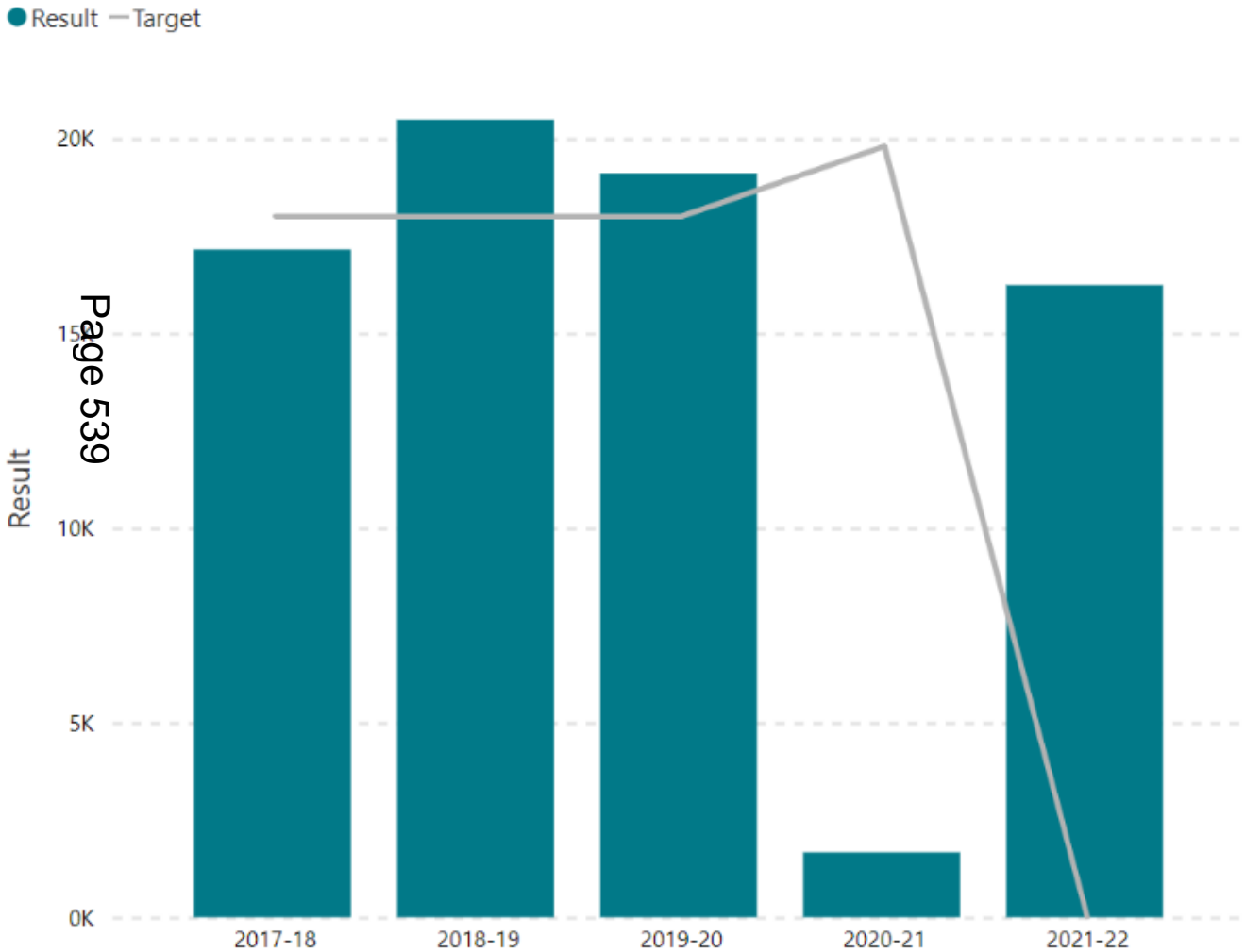
Year End Result



# A capital city works for wales

The number of volunteer hours committed to parks and green spaces

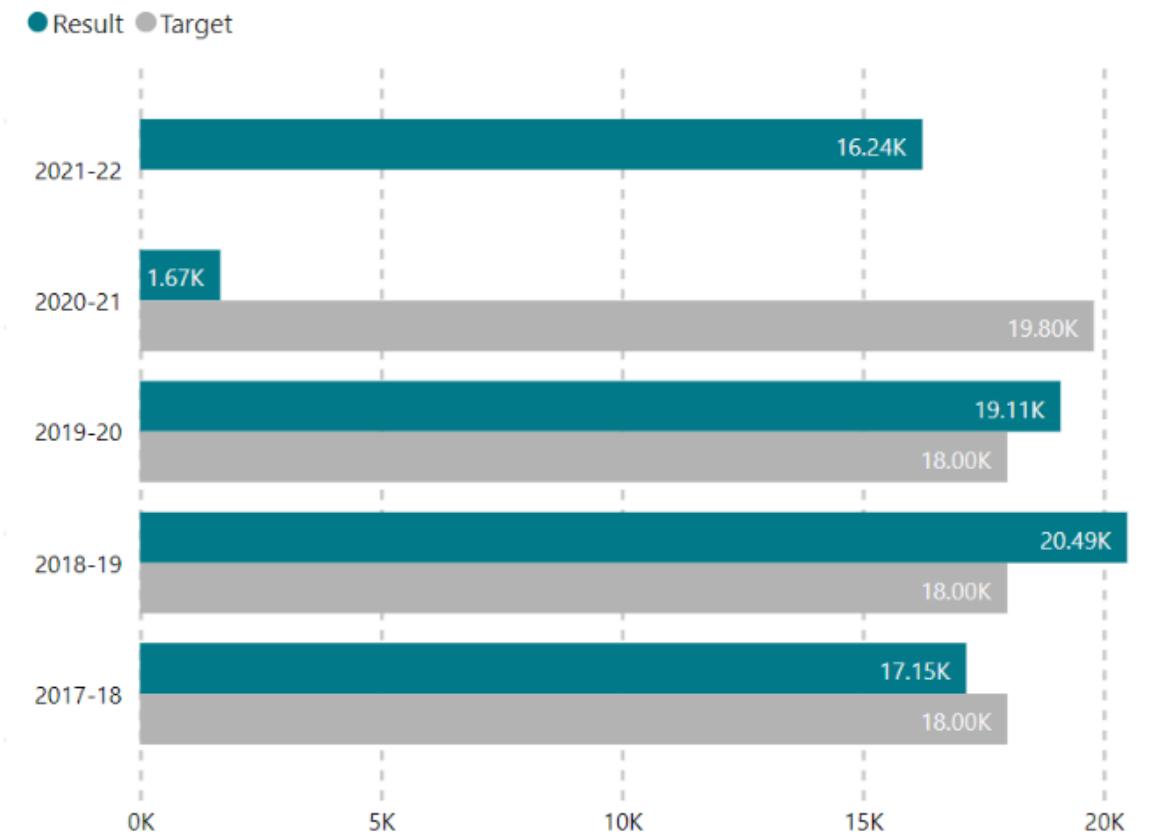
Performance by Quarter



Latest Result  
**16238**

No Target Set. Monitor KPI.

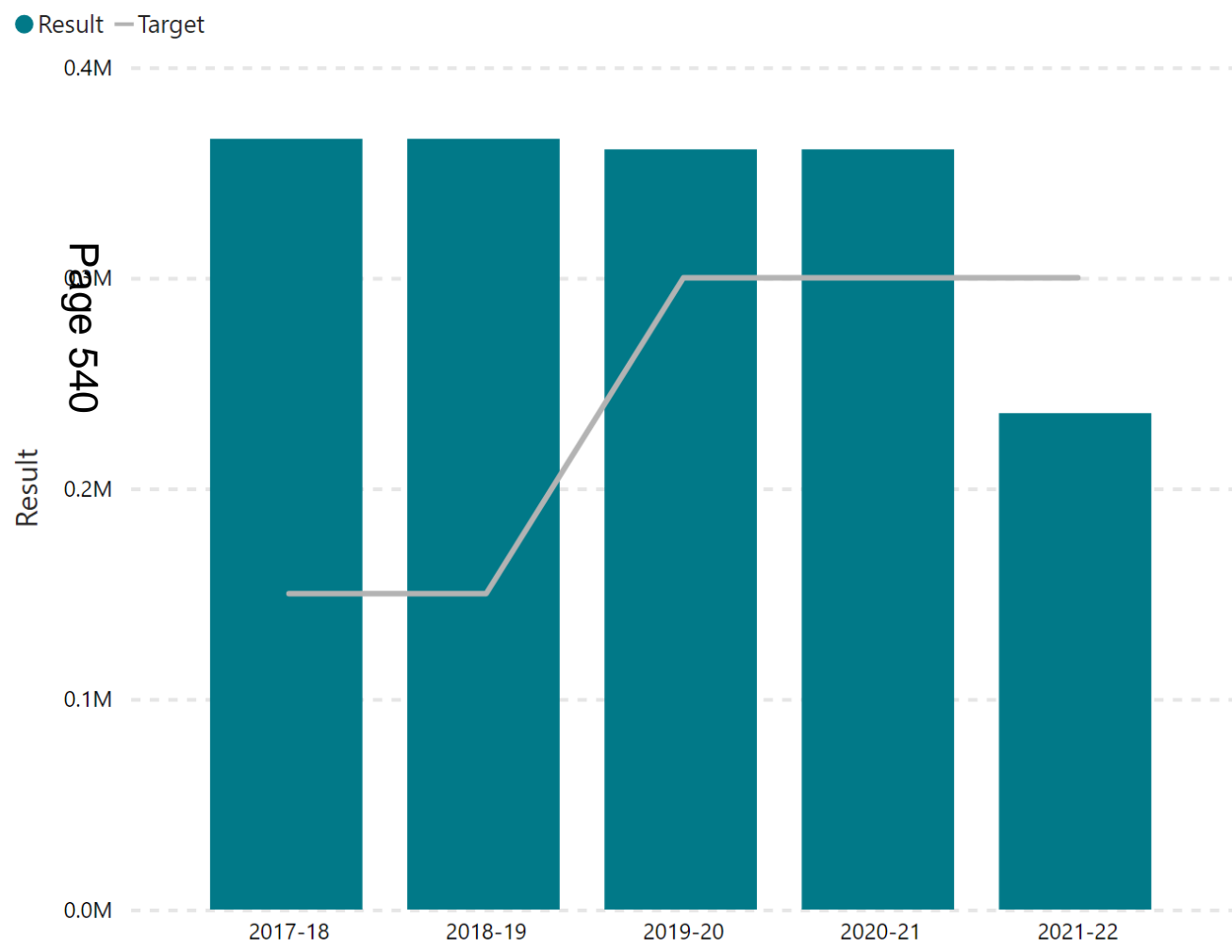
Year End Result



# A capital city works for wales

The amount of 'Grade A' office space committed to in Cardiff (sq. ft.). (This is a rolling two-year target.)

## Performance by Quarter

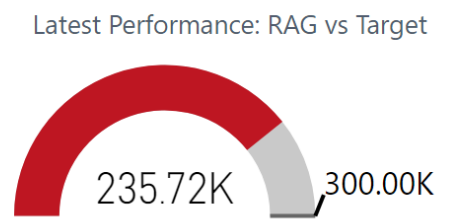


Latest Result

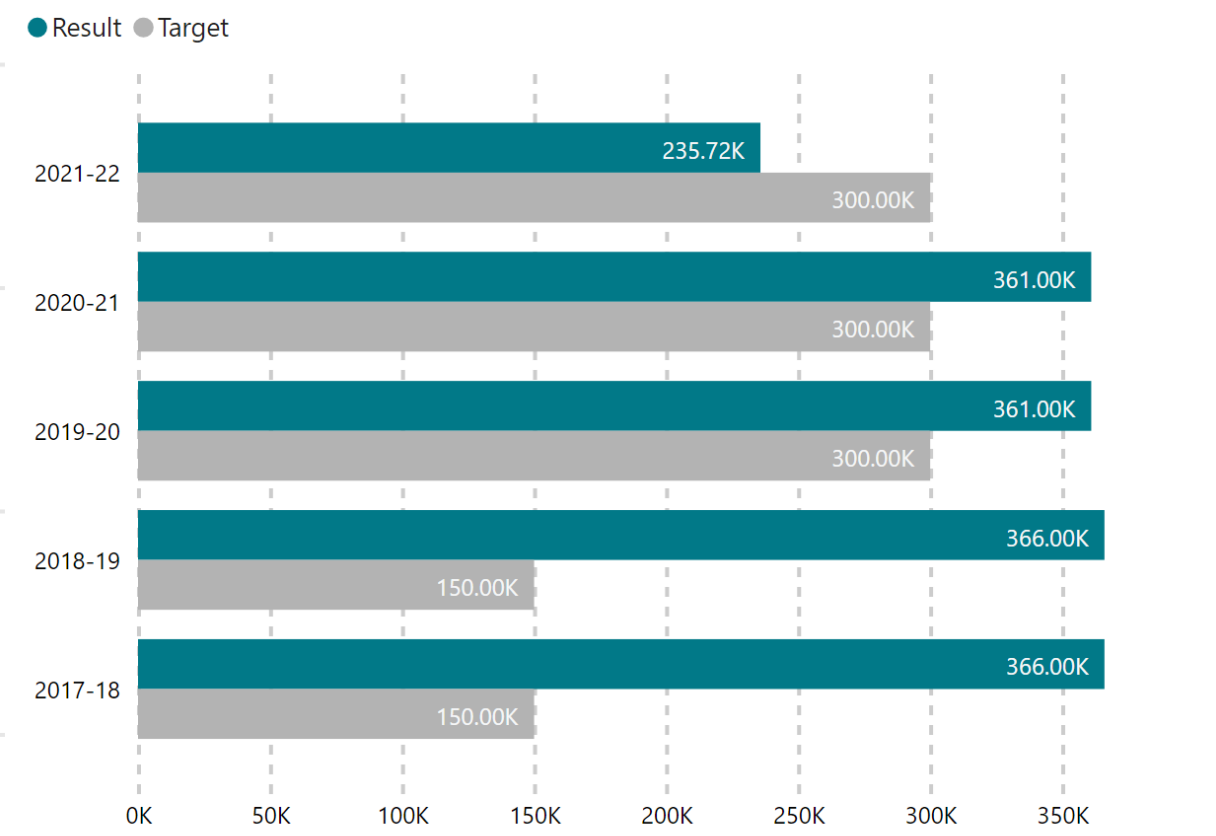
**235719**

Current Year Target

**300000**



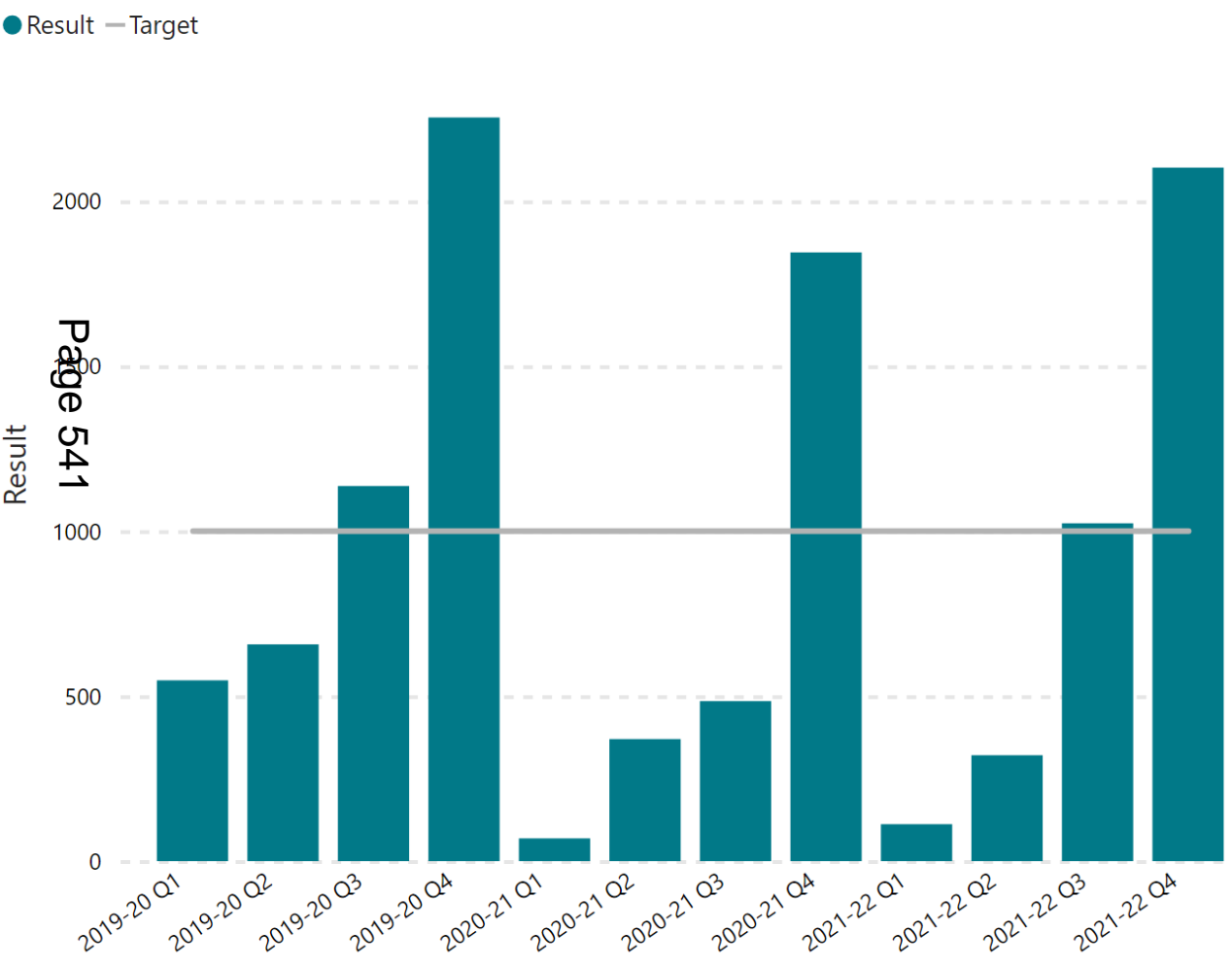
## Year End Result



# A capital city works for wales

## The number of new jobs created and jobs safeguarded

Performance by Quarter



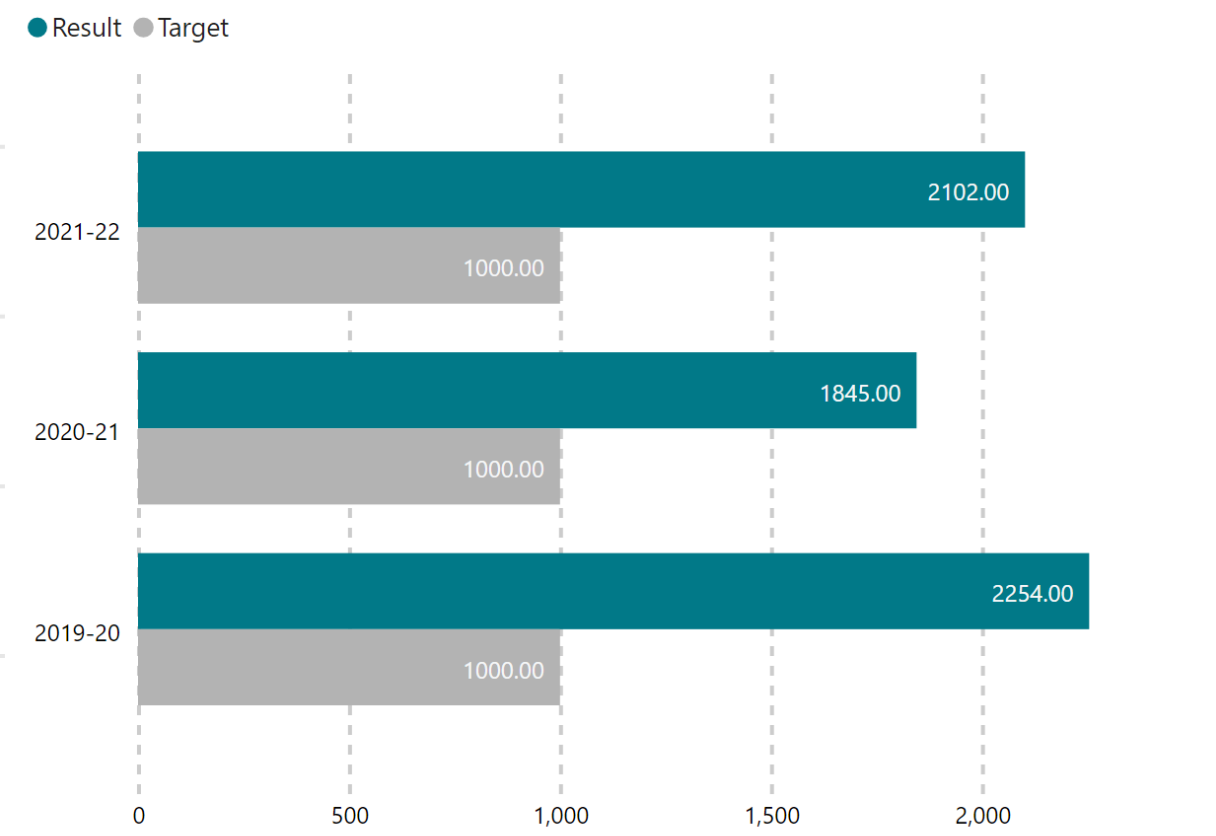
Latest Result  
**2102**

Current Year Target  
**1000**

Latest Performance: RAG vs Target

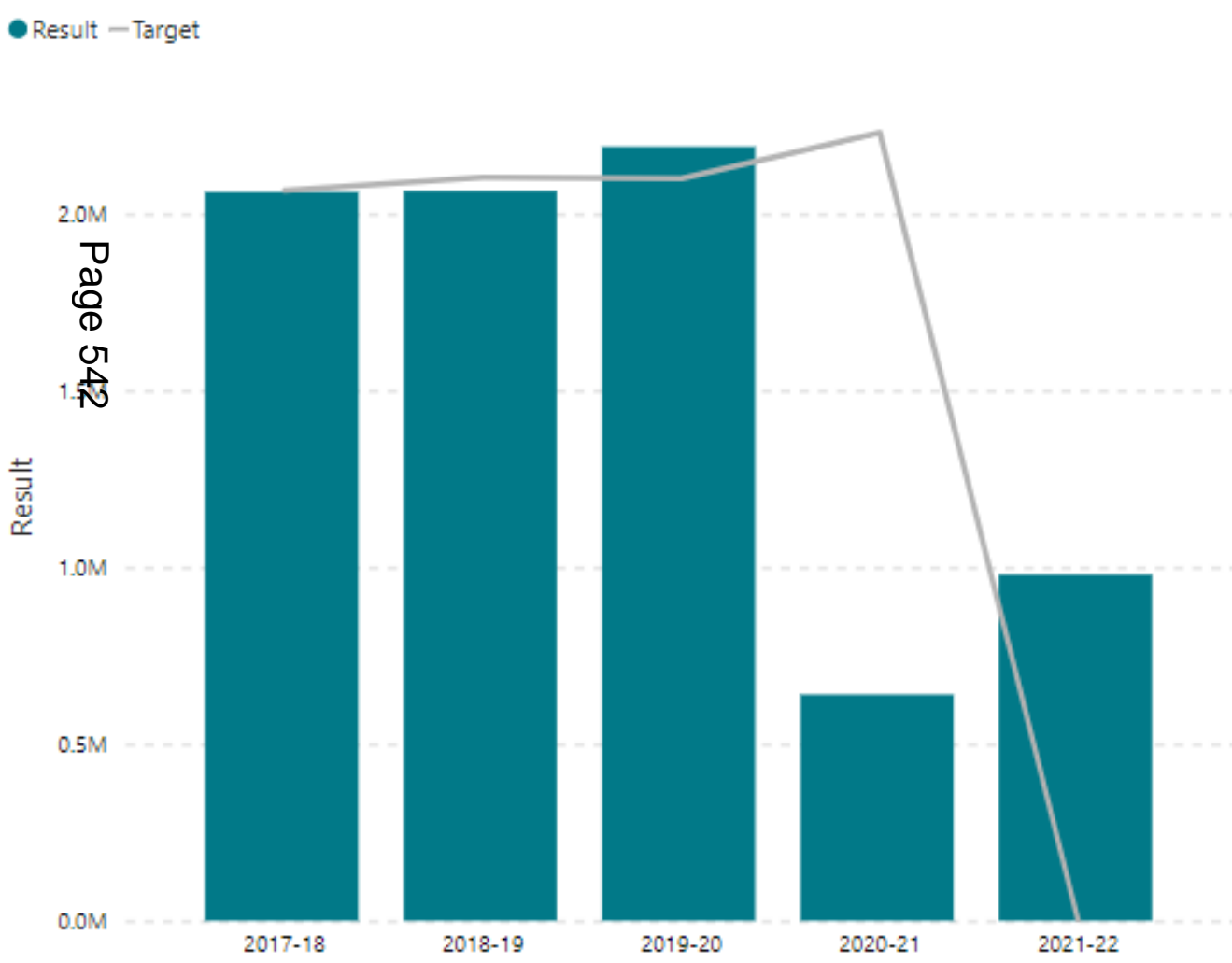
2.10K vs 1.00K

Year End Result



The number of staying visitors

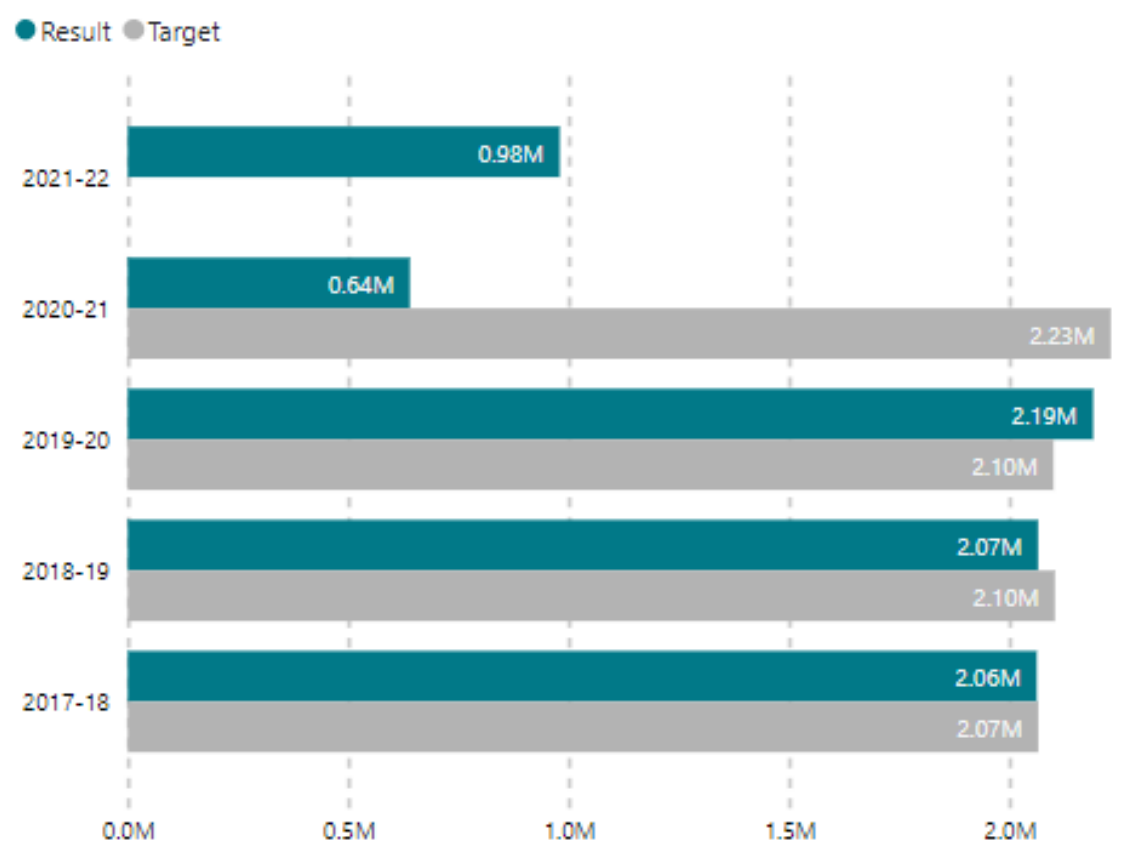
Performance by Quarter



Latest Result  
**980000**

No Target Set. Monitor KPI.

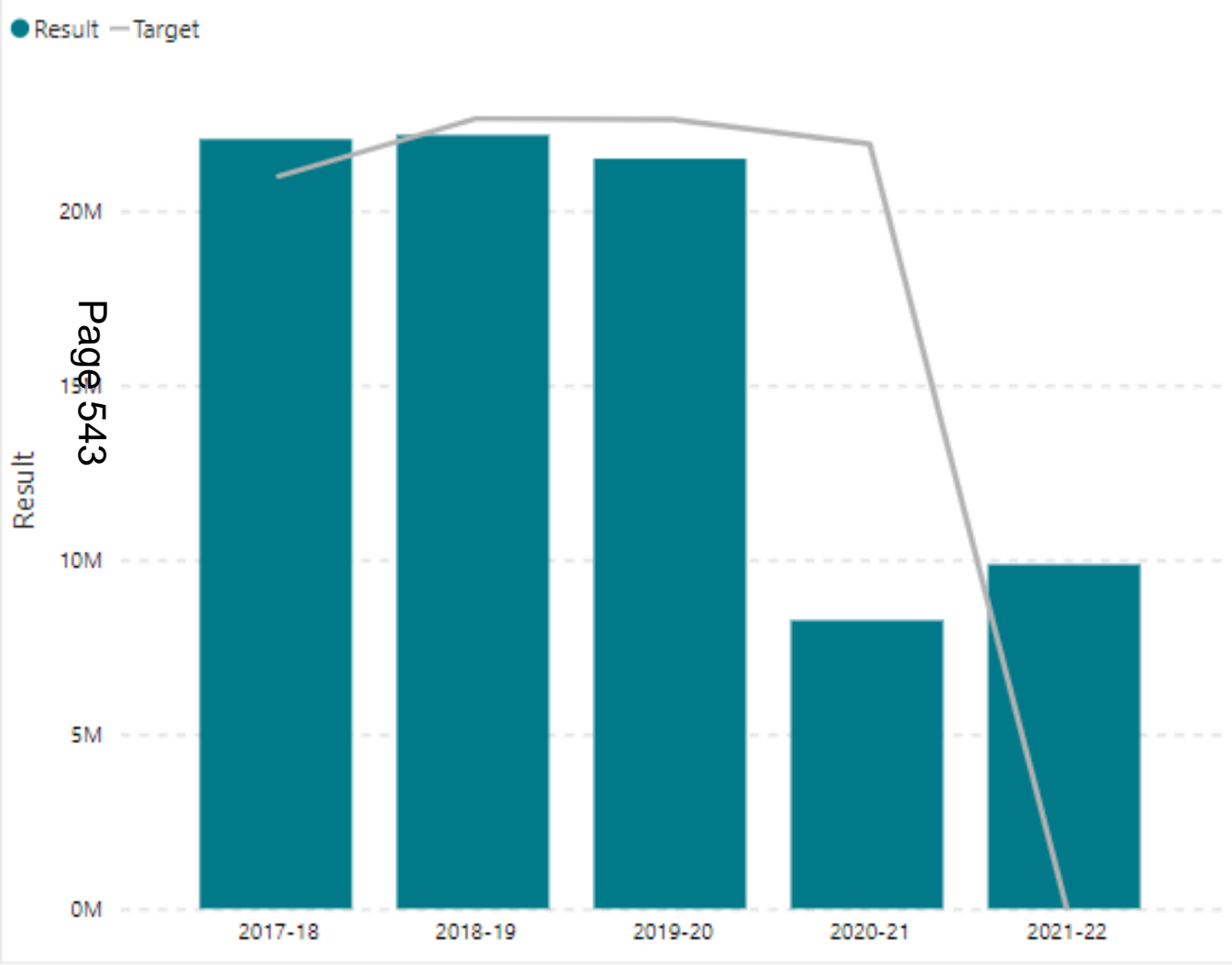
Year End Result



# A capital city works for wales

## Total visitor numbers

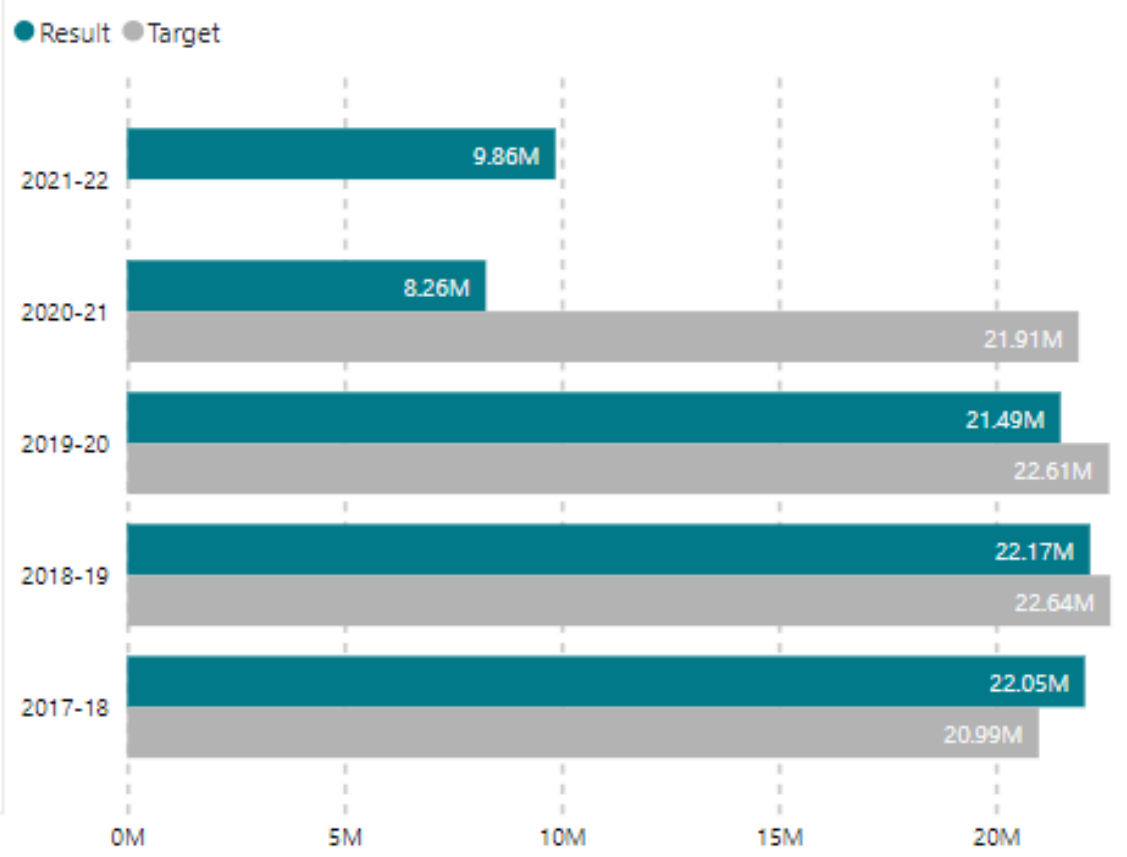
### Performance by Quarter



Latest Result  
**9860000**

No Target Set. Monitor KPI.

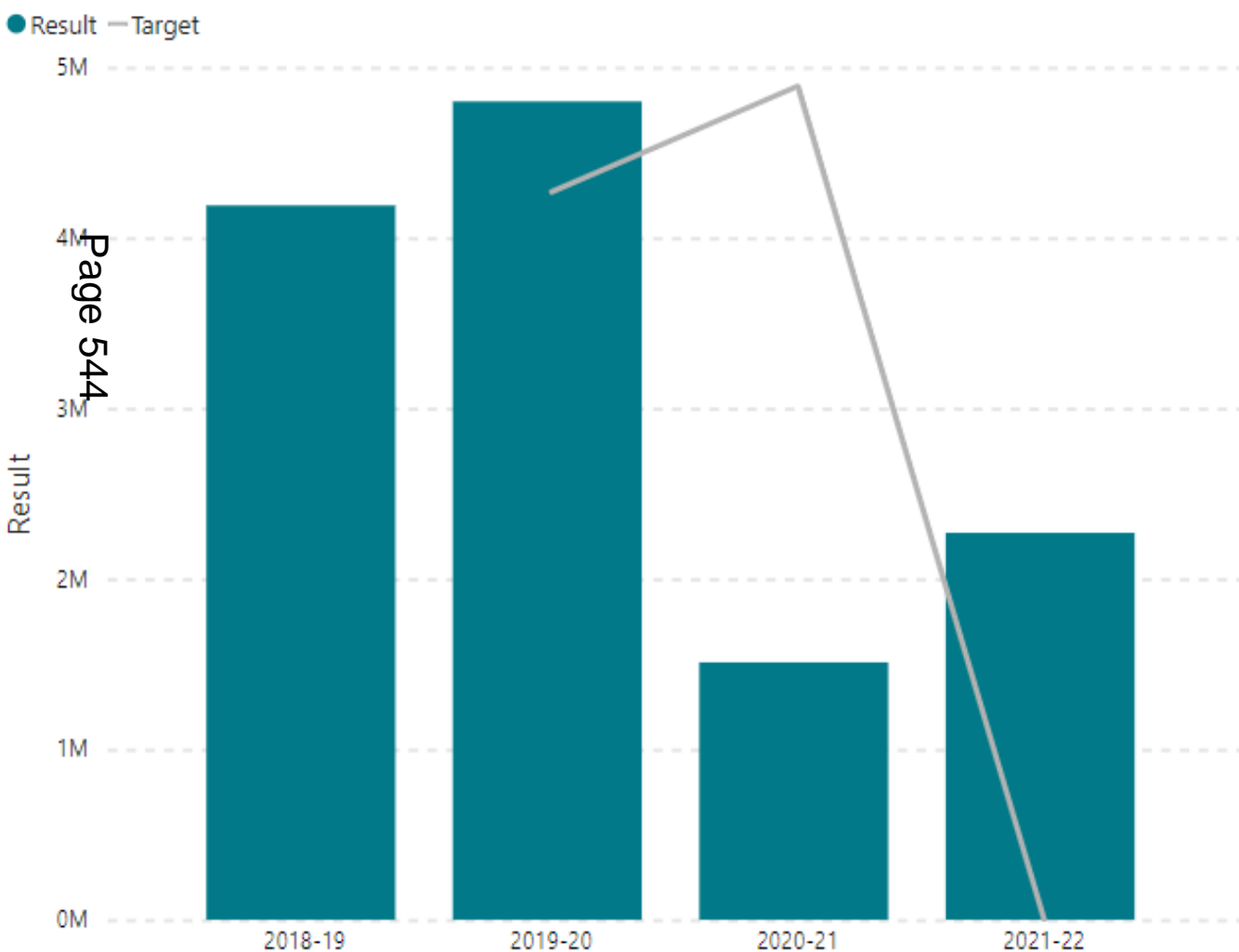
### Year End Result



Page 543

### Total visitor days

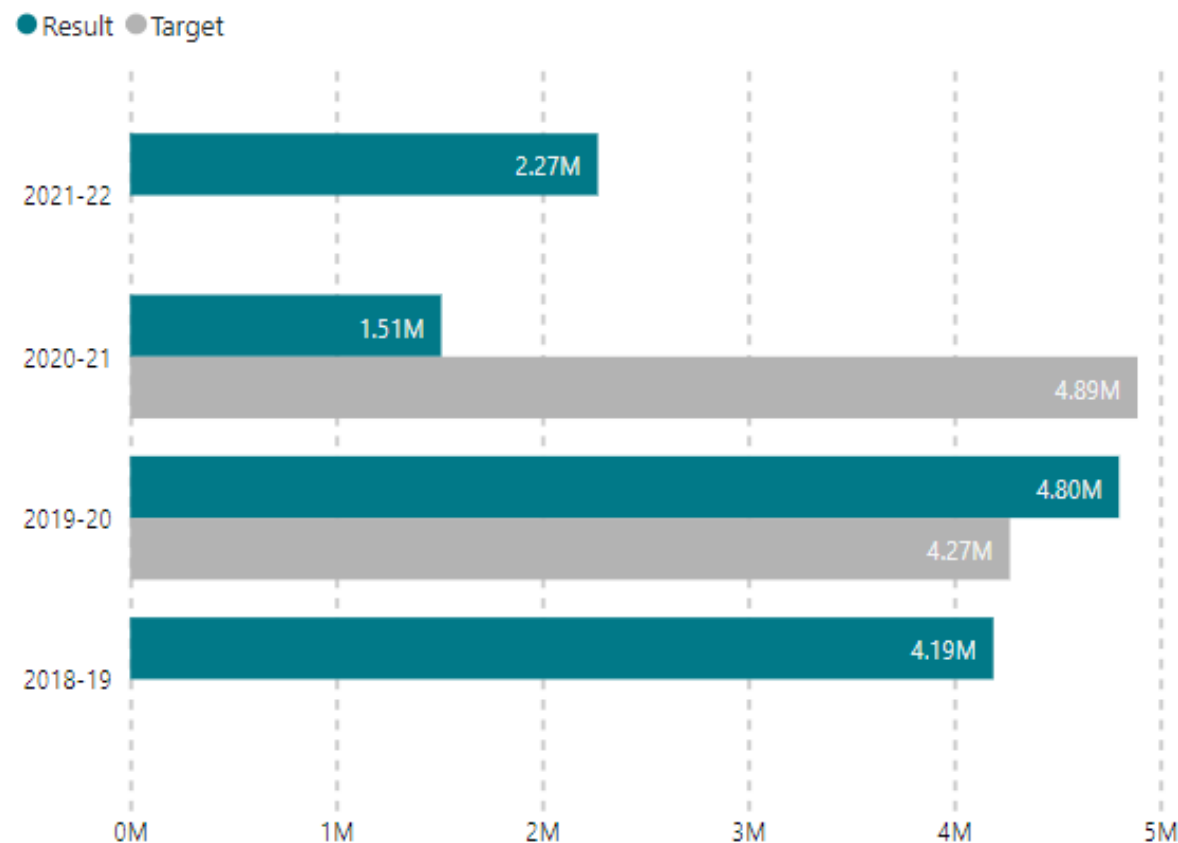
Performance by Quarter



Latest Result  
**2270000**

No Target Set. Monitor KPI.

Year End Result

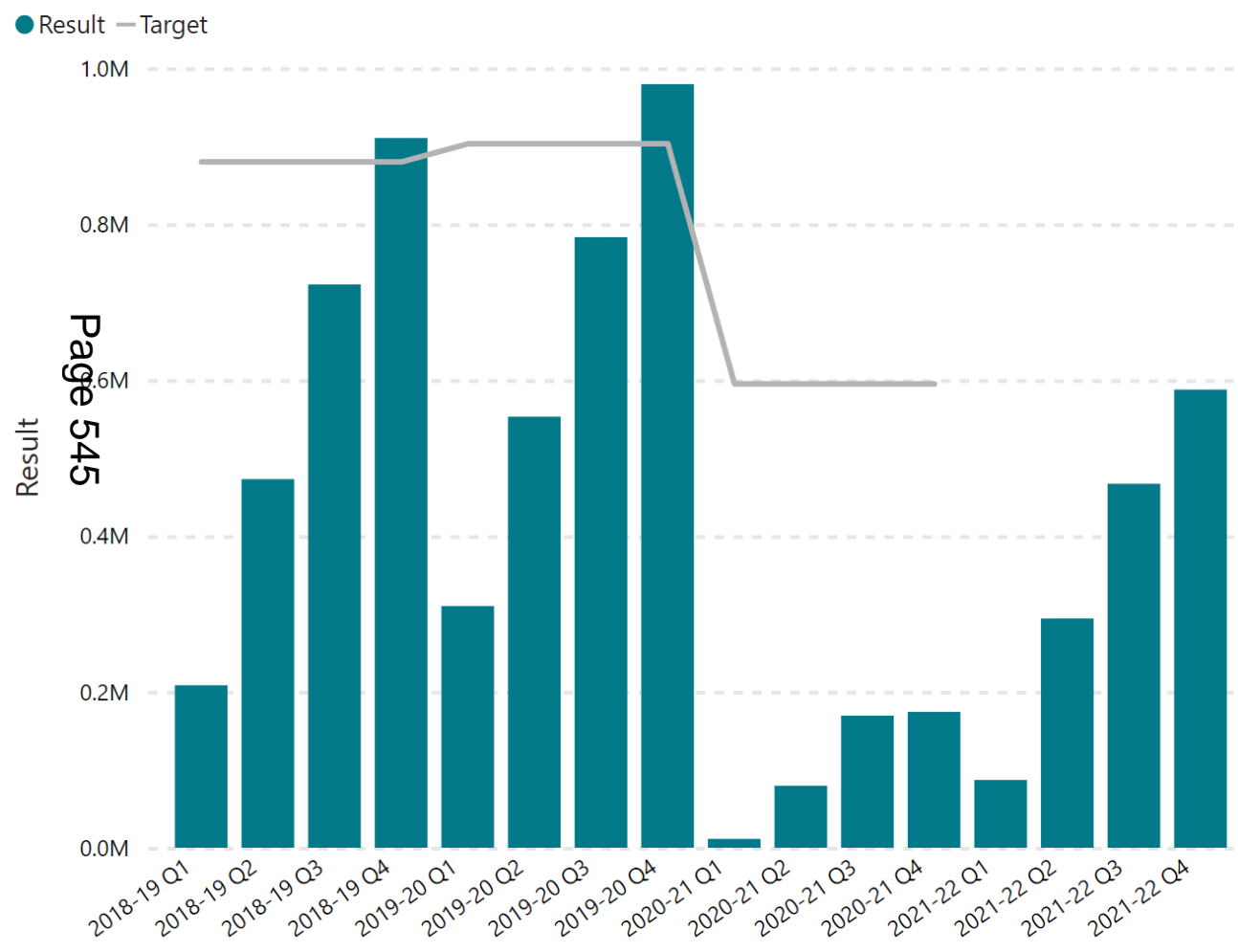




# A capital city works for wales

## Attendance at Council Venues (formerly Commercial venues)

Performance by Quarter



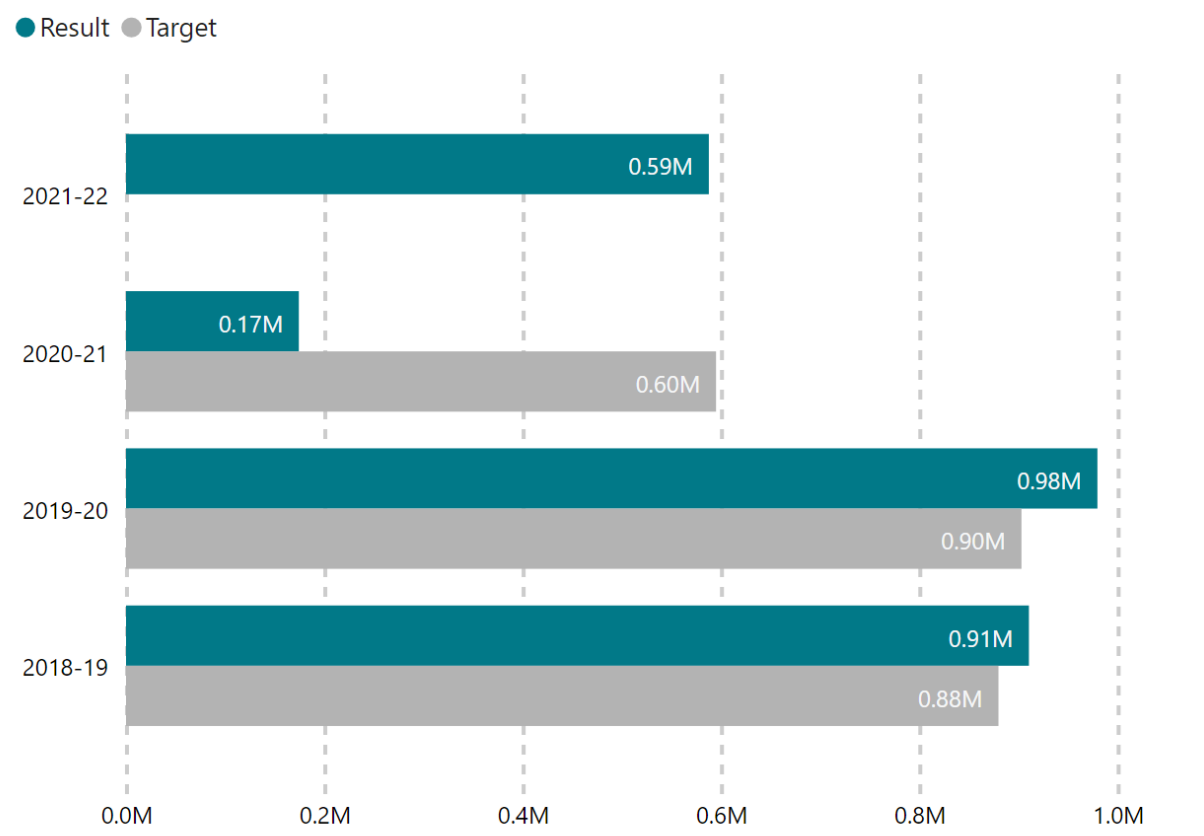
Latest Result  
**587757**

Current Year Target  
**595000**

Latest Performance: RAG vs Target

587.76K / 595.00K

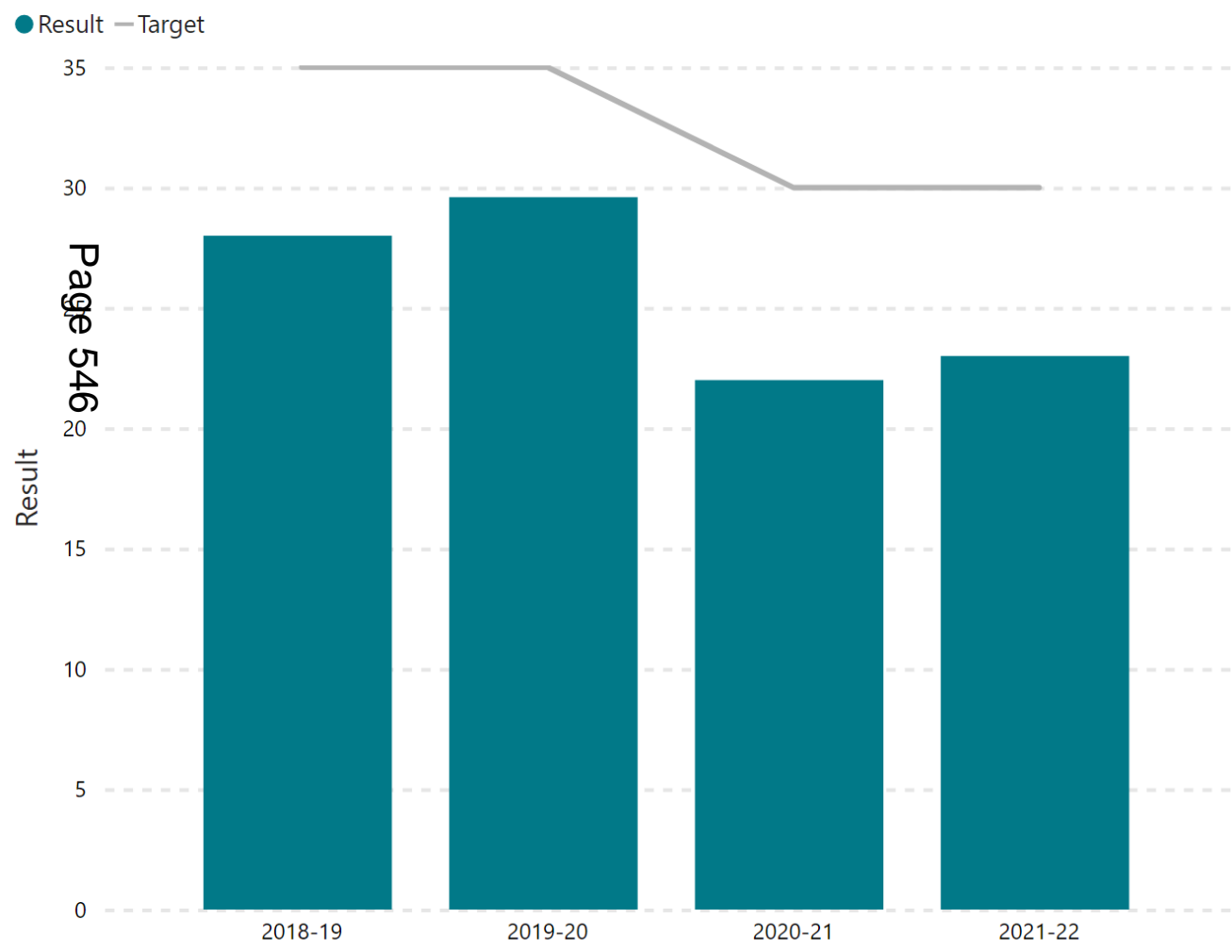
Year End Result



# Cardiff grows in a resilient way

## The city wide annual average Nitrogen Dioxide (N02) concentrations at roadside locations

### Performance by Quarter

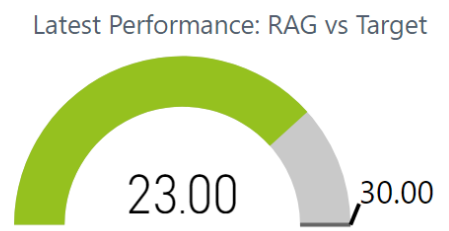


Latest Result

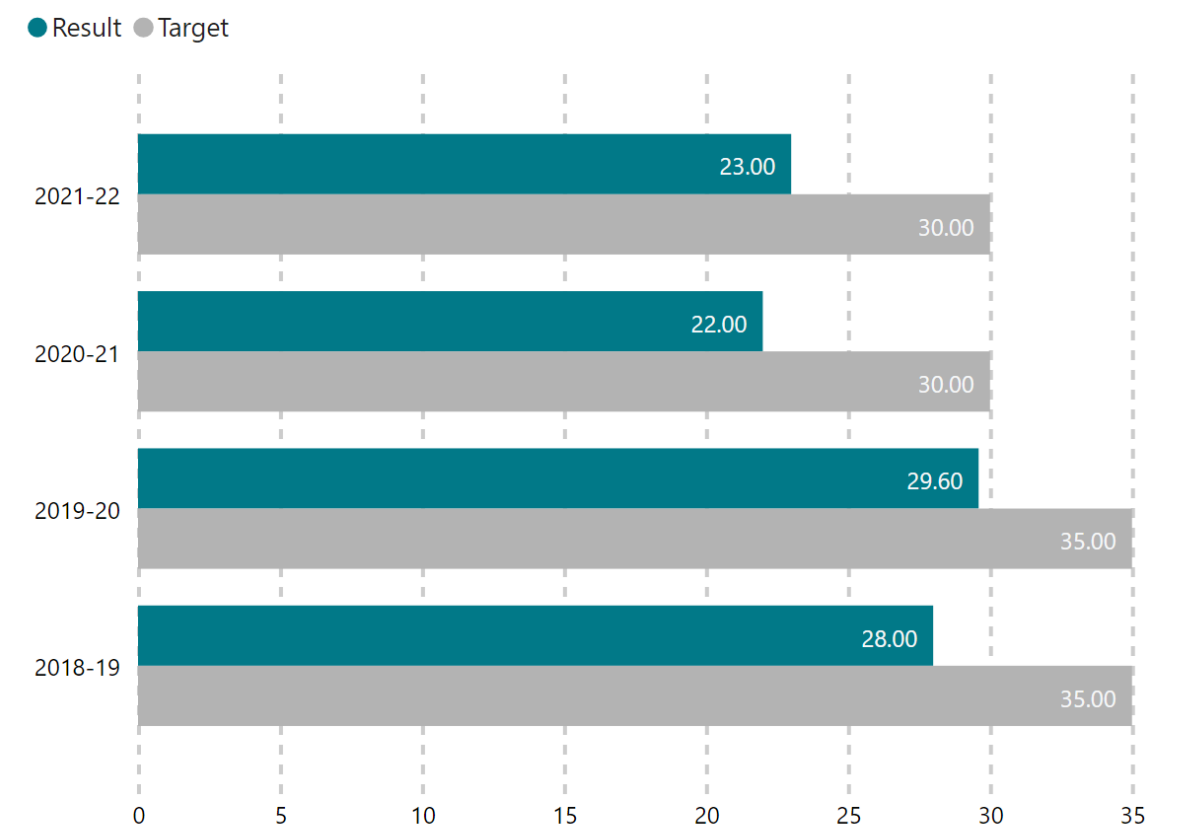
23

Current Year Target

30



### Year End Result



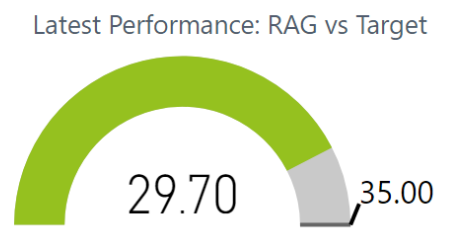
# Cardiff grows in a resilient way

## The Nitrogen Dioxide (N02) concentrations within Air Quality Management Areas (AQMA)

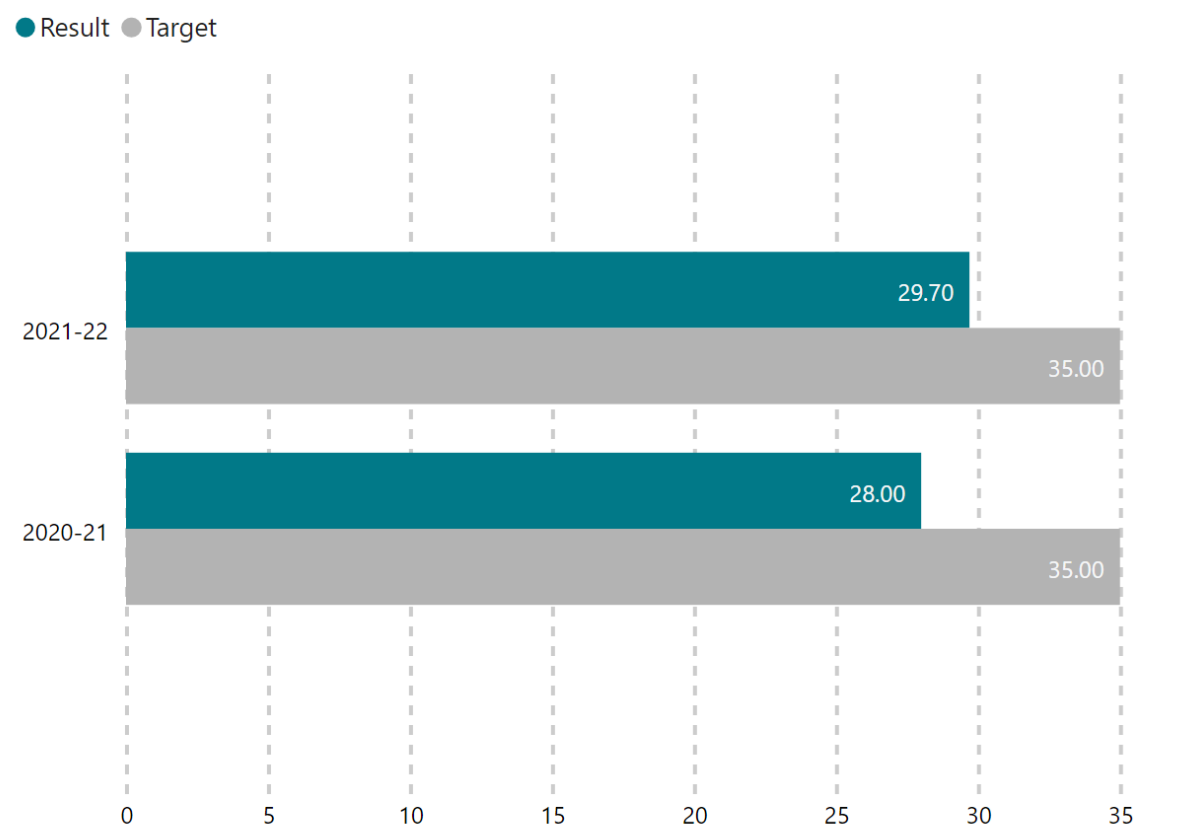
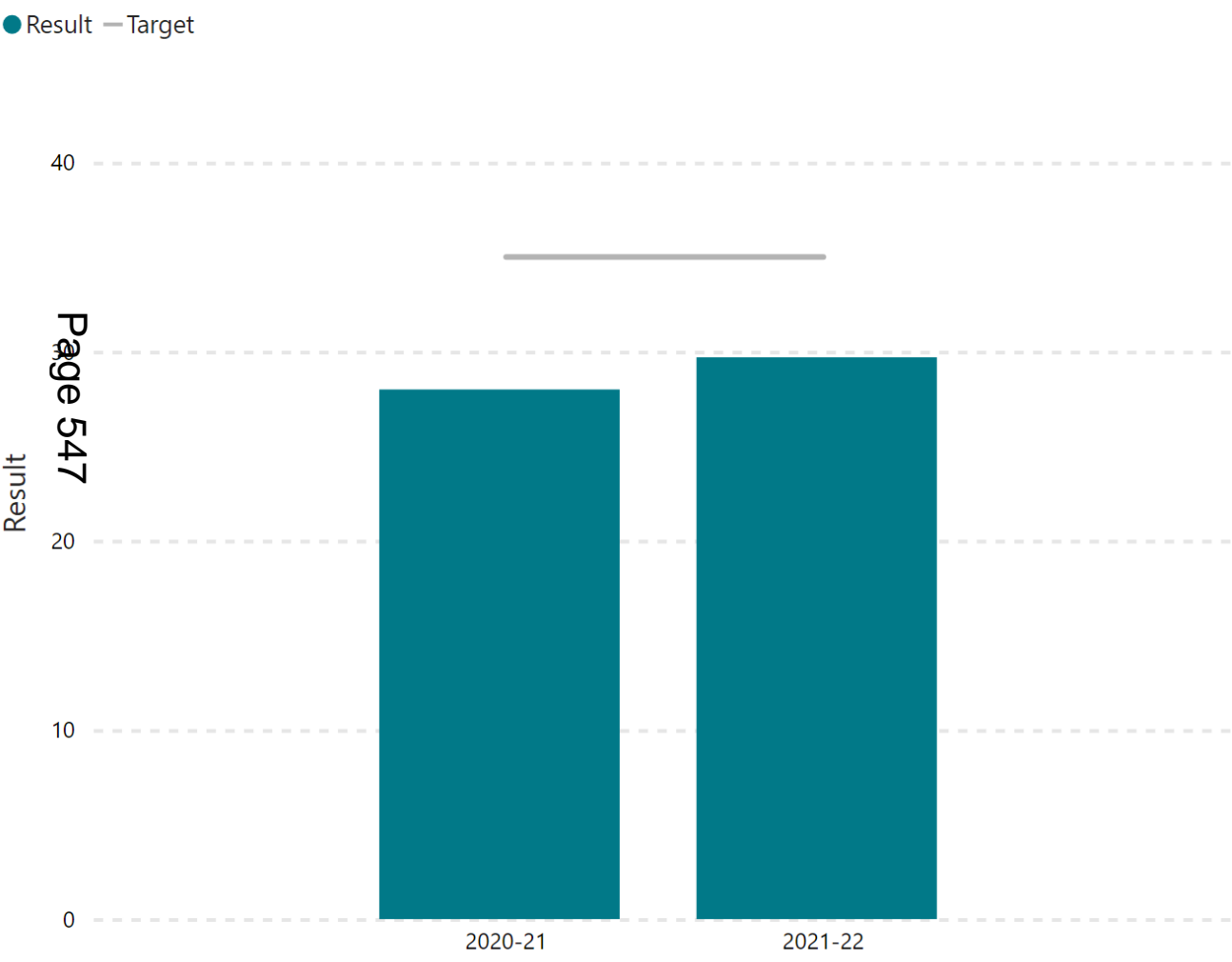
### Performance by Quarter

Latest Result  
**29.7**

Current Year Target  
**35**



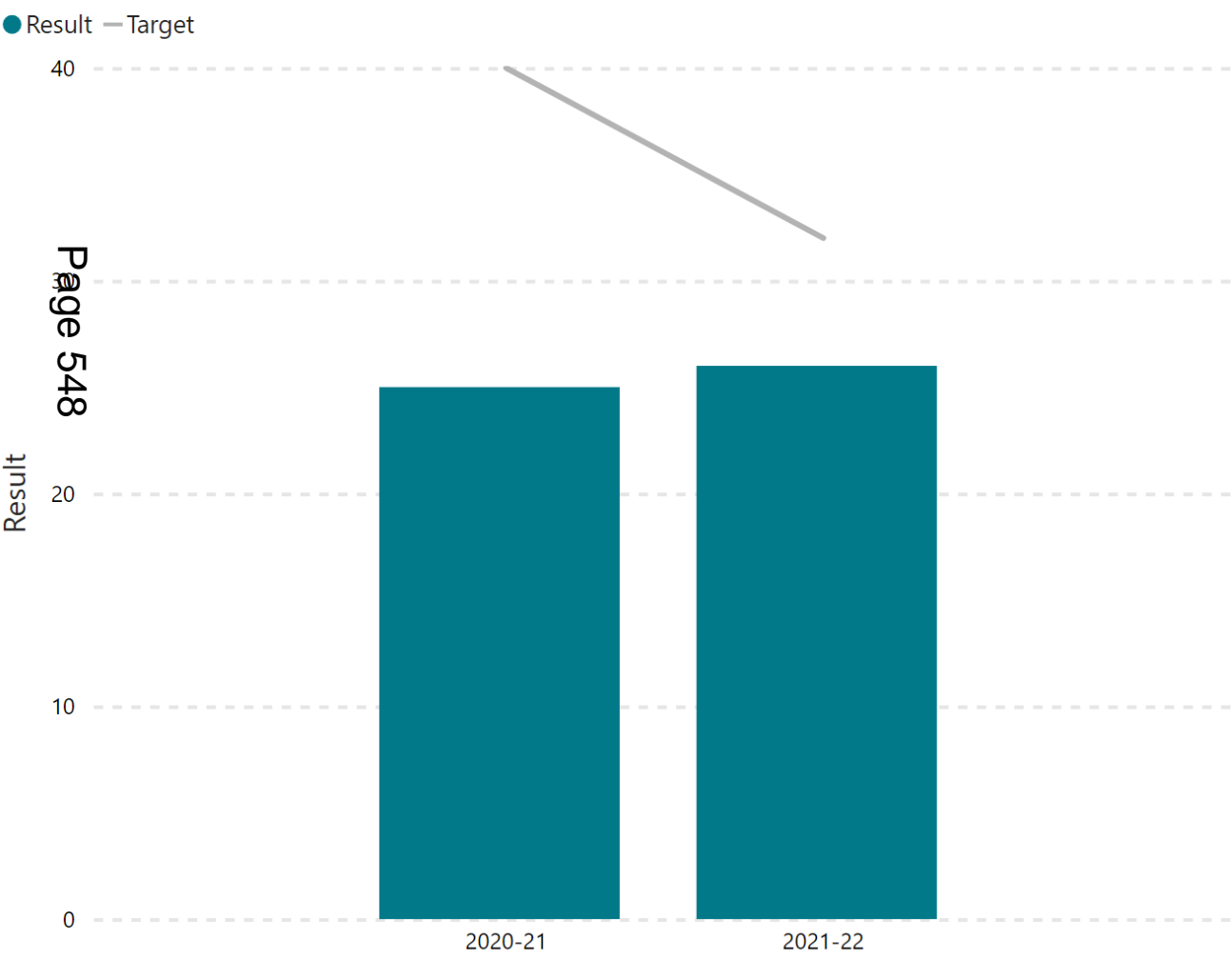
### Year End Result



# Cardiff grows in a resilient way

## Legal compliance with EU Limit Value for Nitrogen Dioxide (N02) in Castle Street (target for December 2021)

### Performance by Quarter

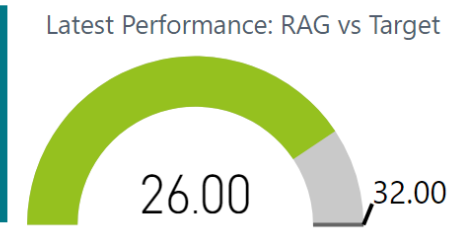


Latest Result

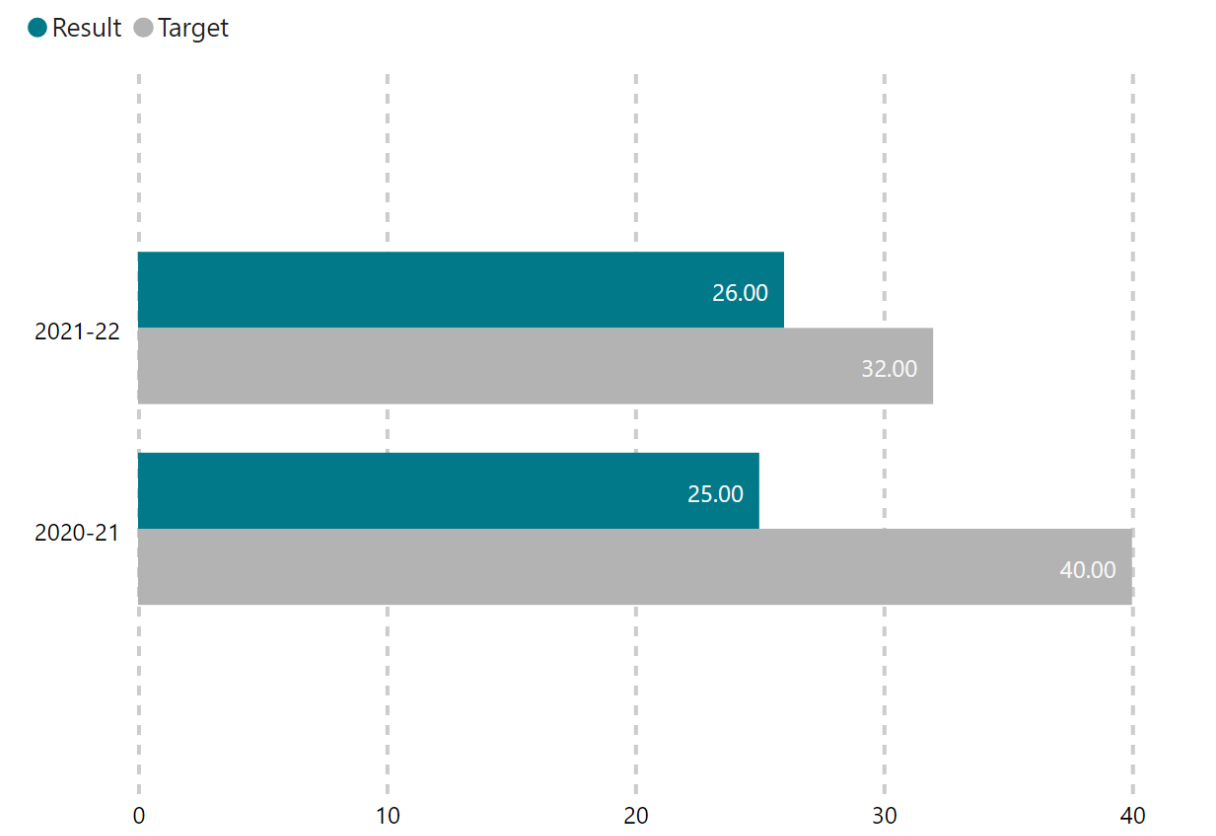
26

Current Year Target

32



### Year End Result

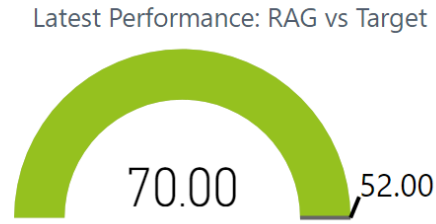
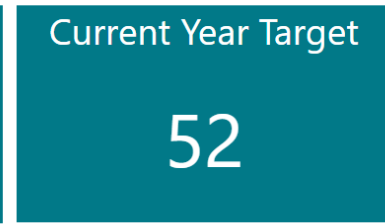
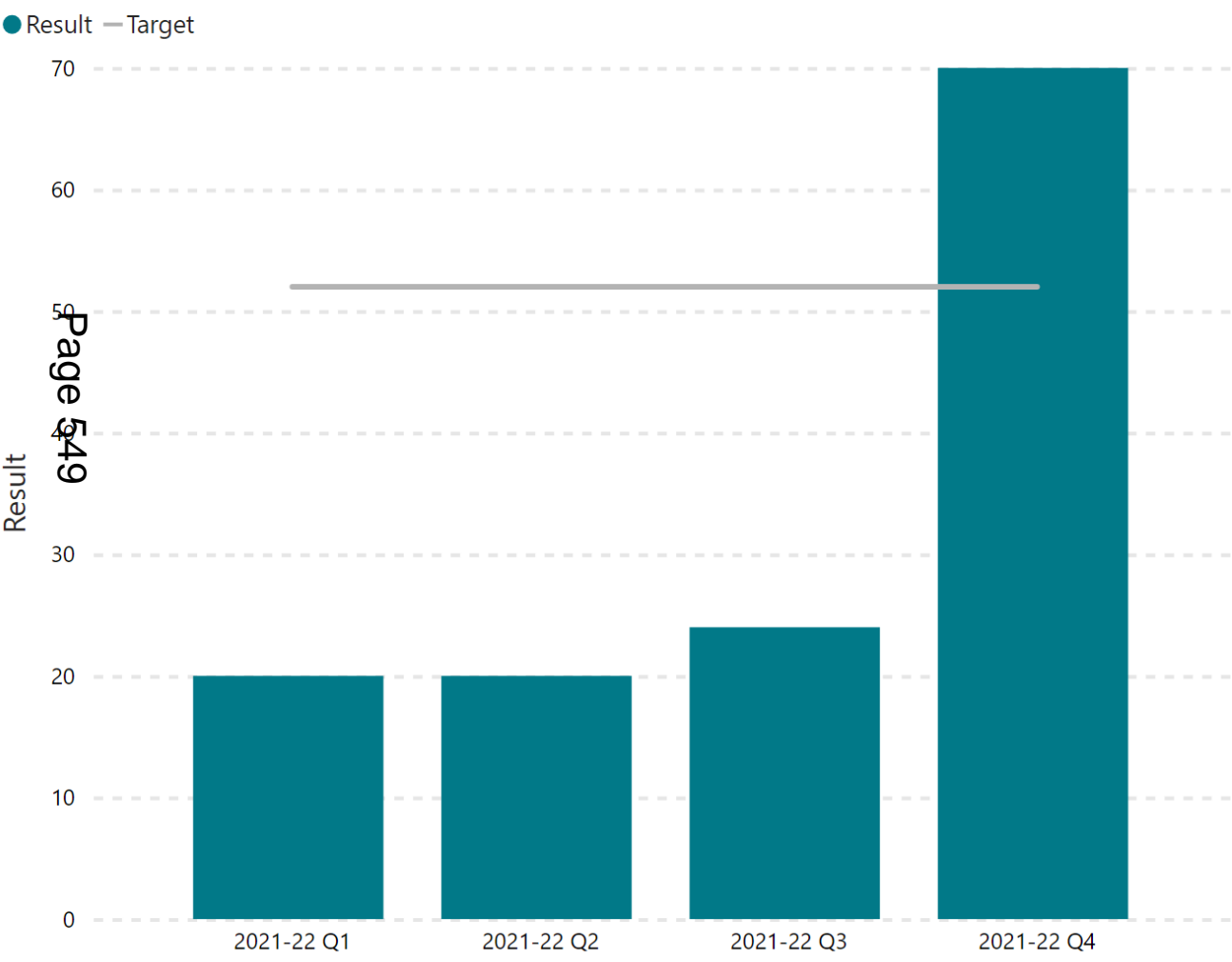




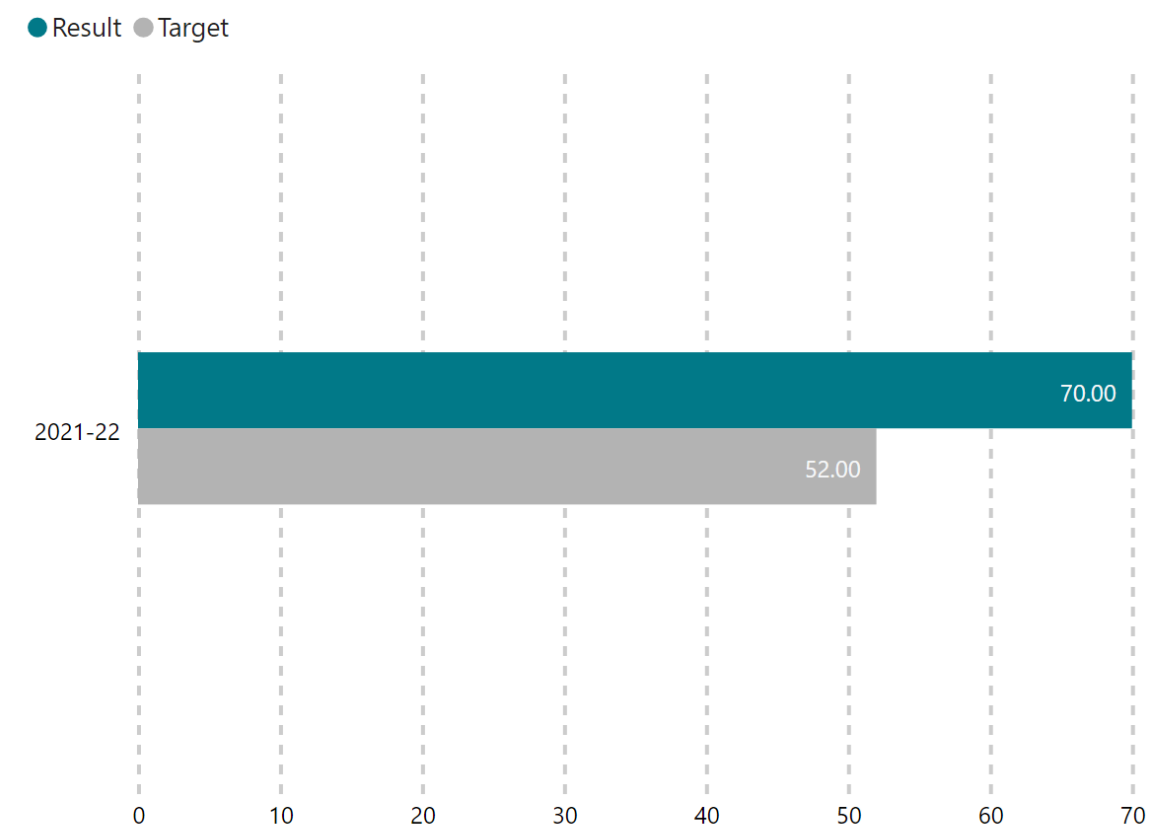
# Cardiff grows in a resilient way

## The number of Council Vehicles which are electric

### Performance by Quarter



### Year End Result



Result

Page 549

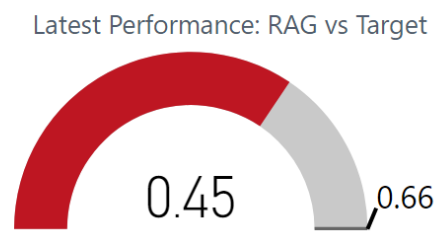
# Cardiff grows in a resilient way

## The percentage increase in on-street public electric charging points in the city

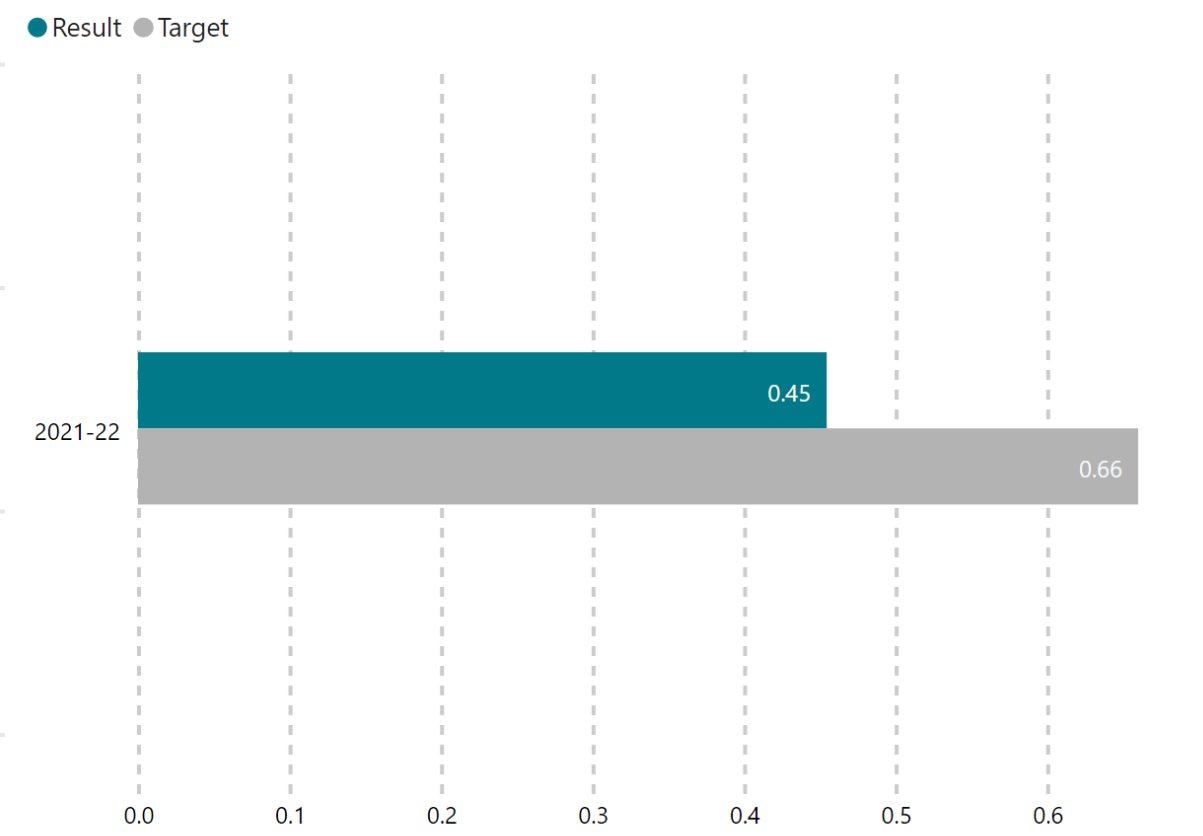
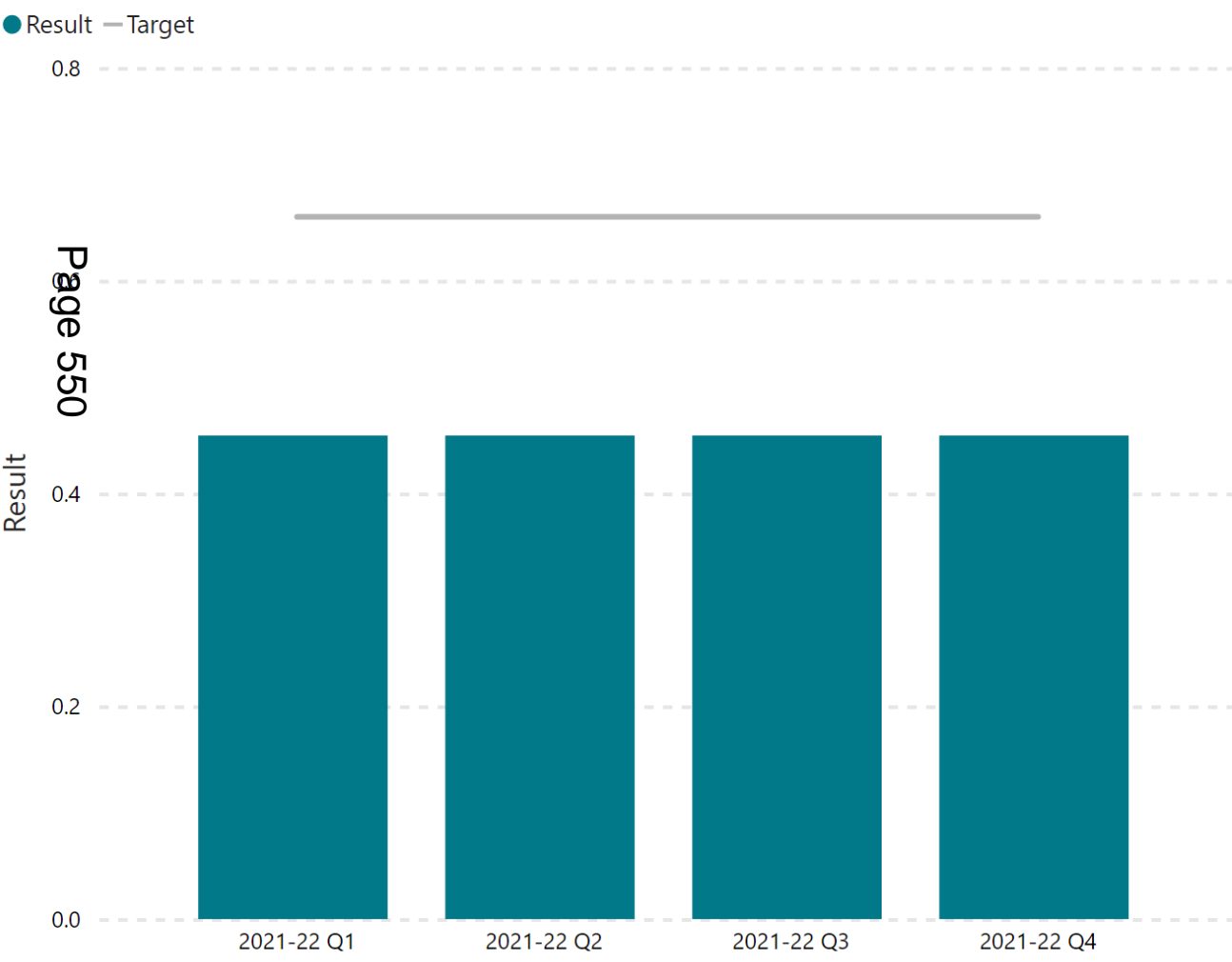
### Performance by Quarter

Latest Result  
**45.45%**

Current Year Target  
**66.00%**



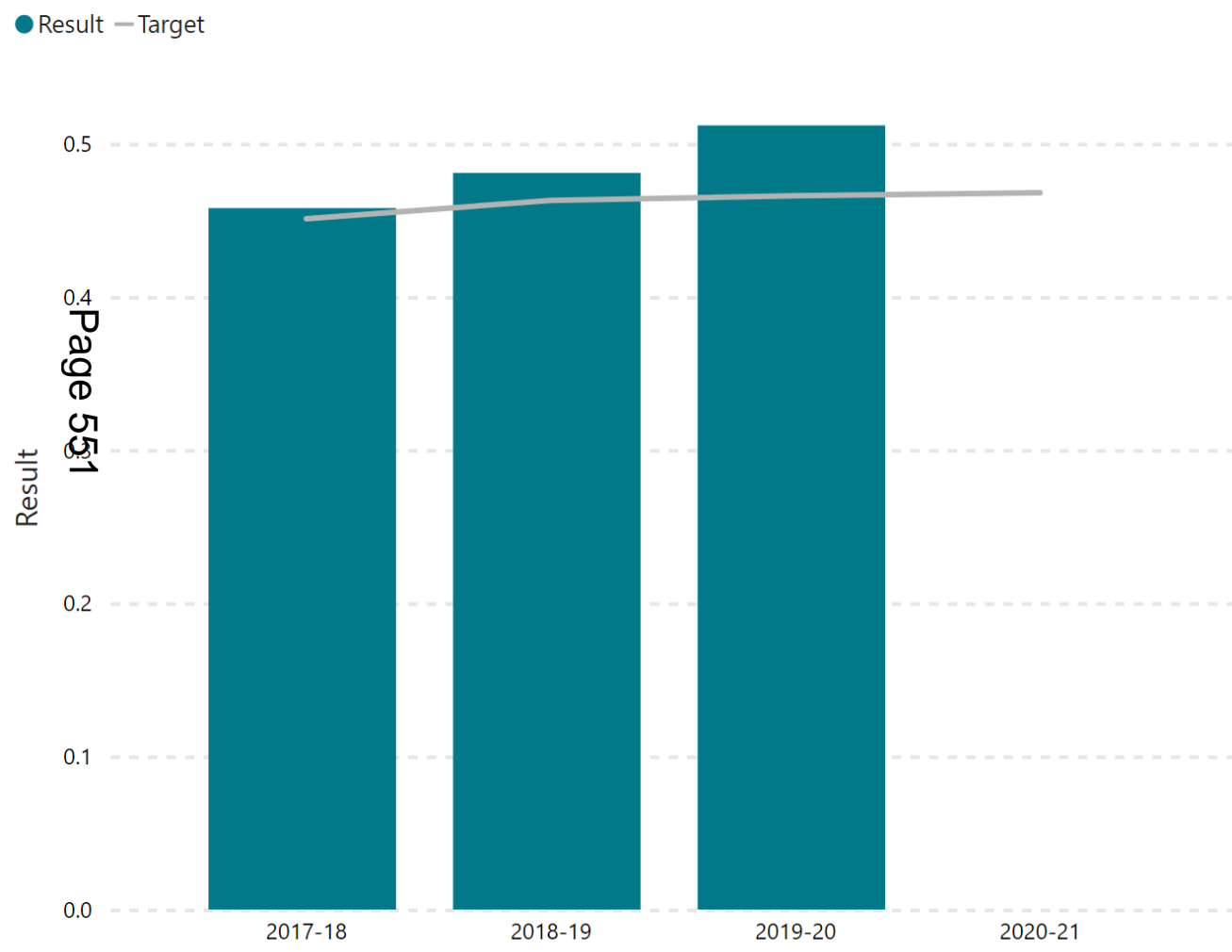
Year End Result



# Cardiff grows in a resilient way

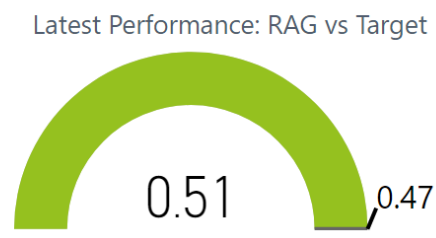
## Modal Split for All Journeys by 2026: Proportion of People Travelling to Work by Sustainable Transport Modes

Performance by Quarter

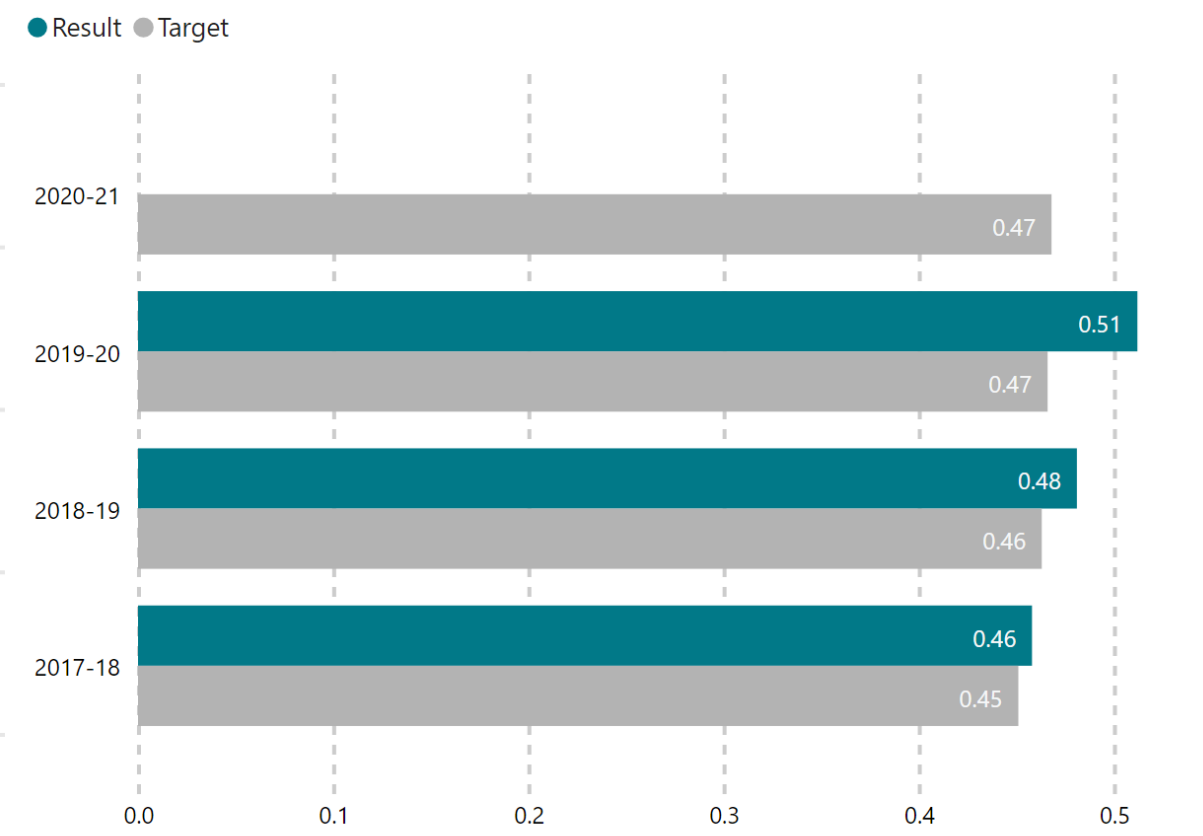


Latest Result  
**51.20%**

Current Year Target  
**46.80%**



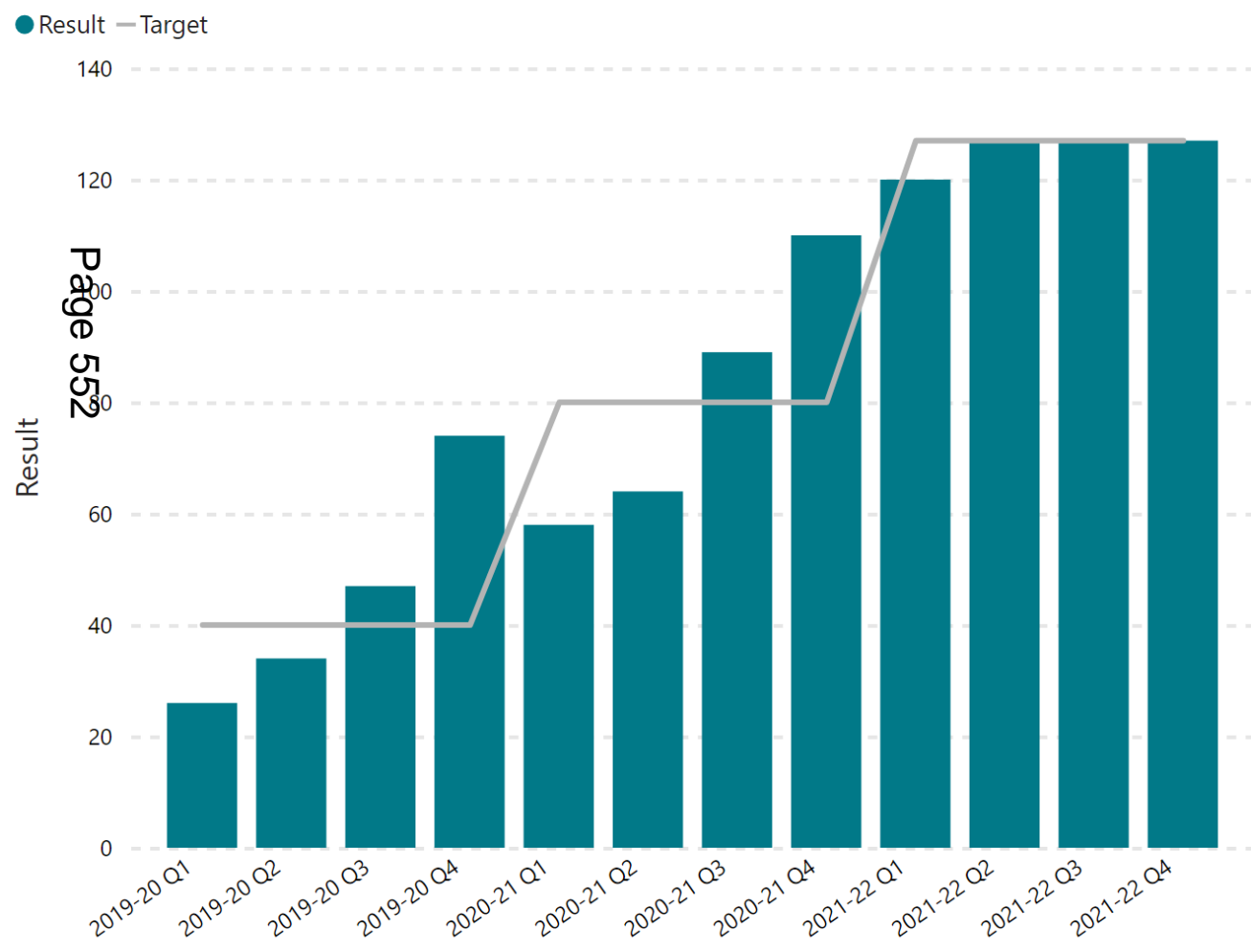
Year End Result



# Cardiff grows in a resilient way

## The number of schools supported to develop an Active Travel Plan

### Performance by Quarter

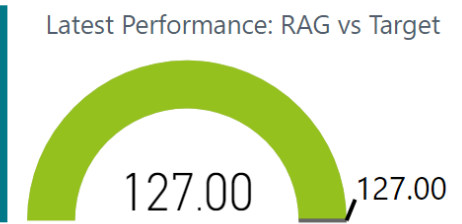


Latest Result

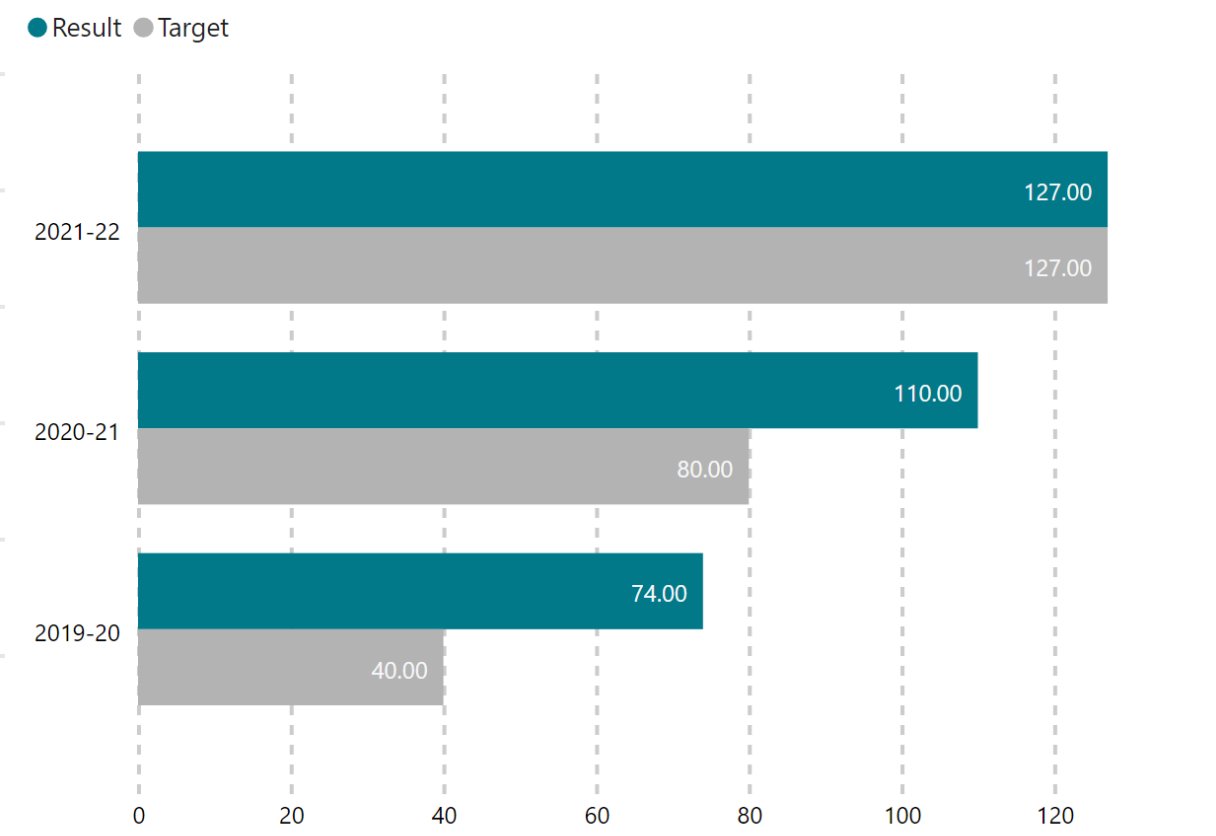
127

Current Year Target

127



### Year End Result

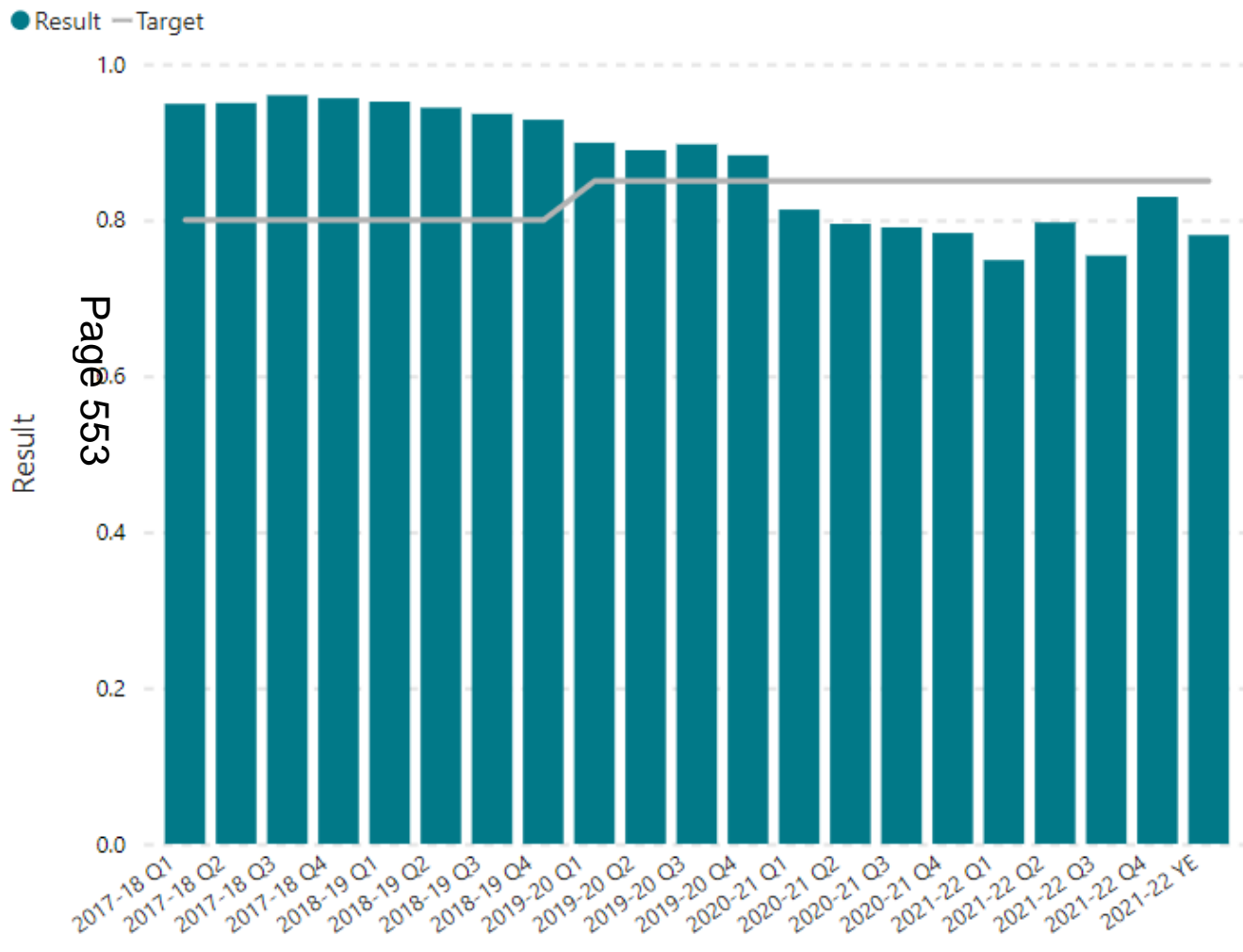




# Cardiff grows in a resilient way

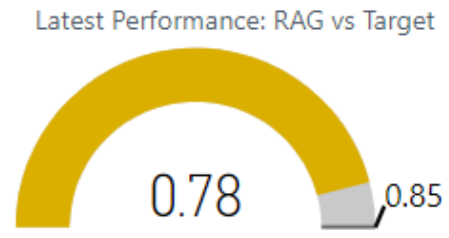
The percentage of householder planning applications determined within agreed time periods (greater than 85%)

Performance by Quarter

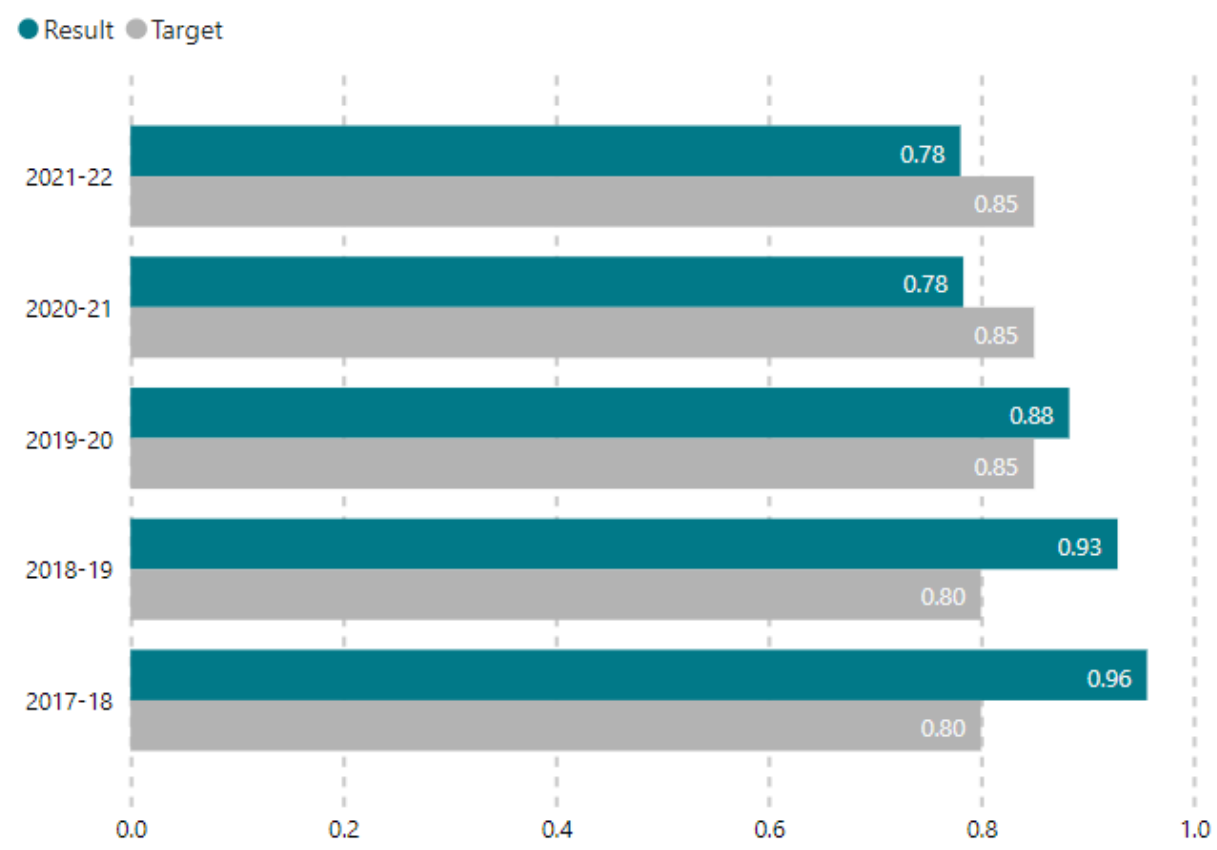


Latest Result  
**78.07%**

Current Year Target  
**85.00%**



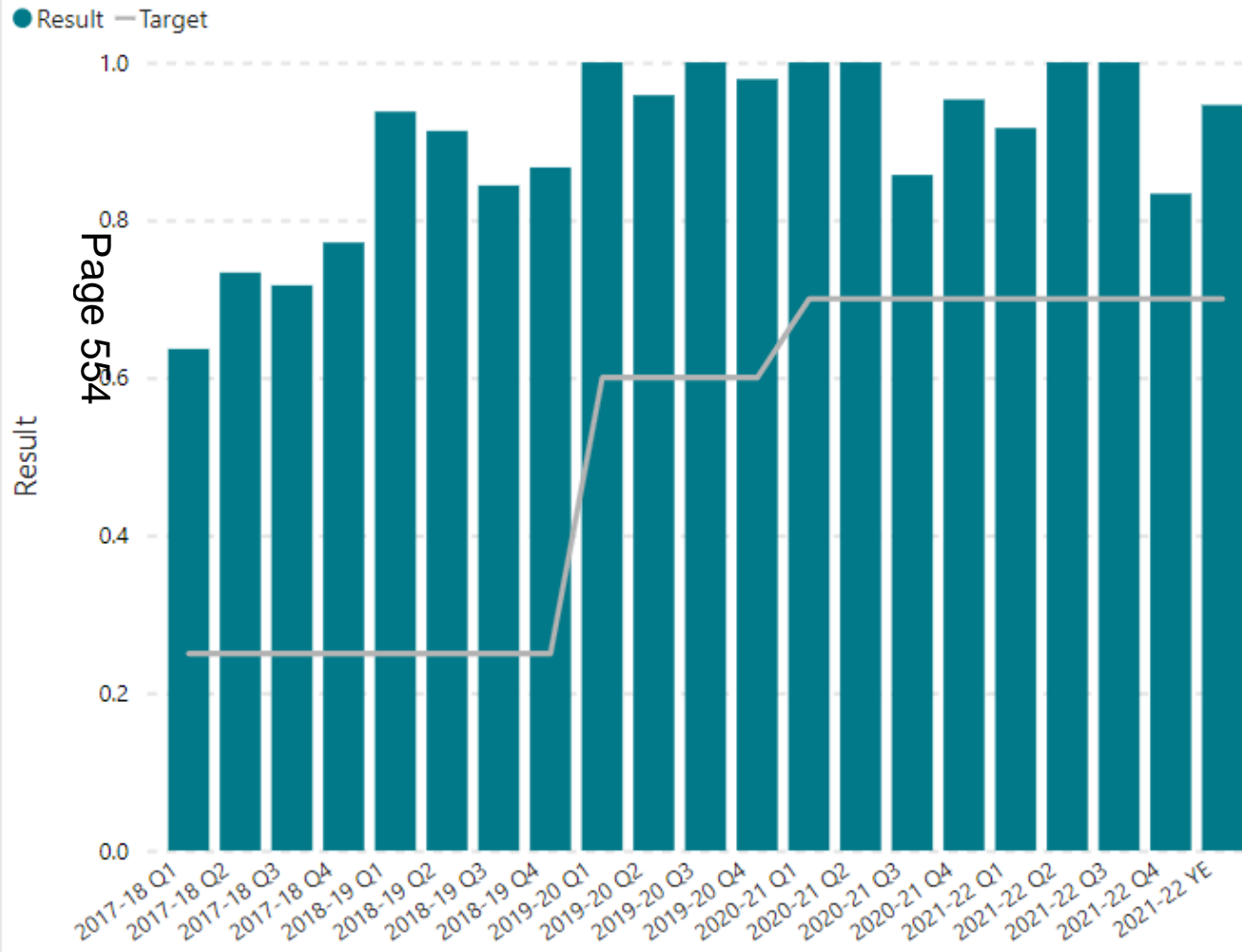
Year End Result



# Cardiff grows in a resilient way

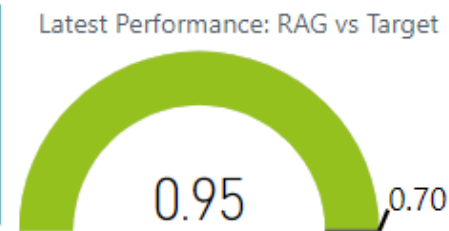
The percentage of major planning applications determined within the agreed time periods (Greater than 85%)

Performance by Quarter

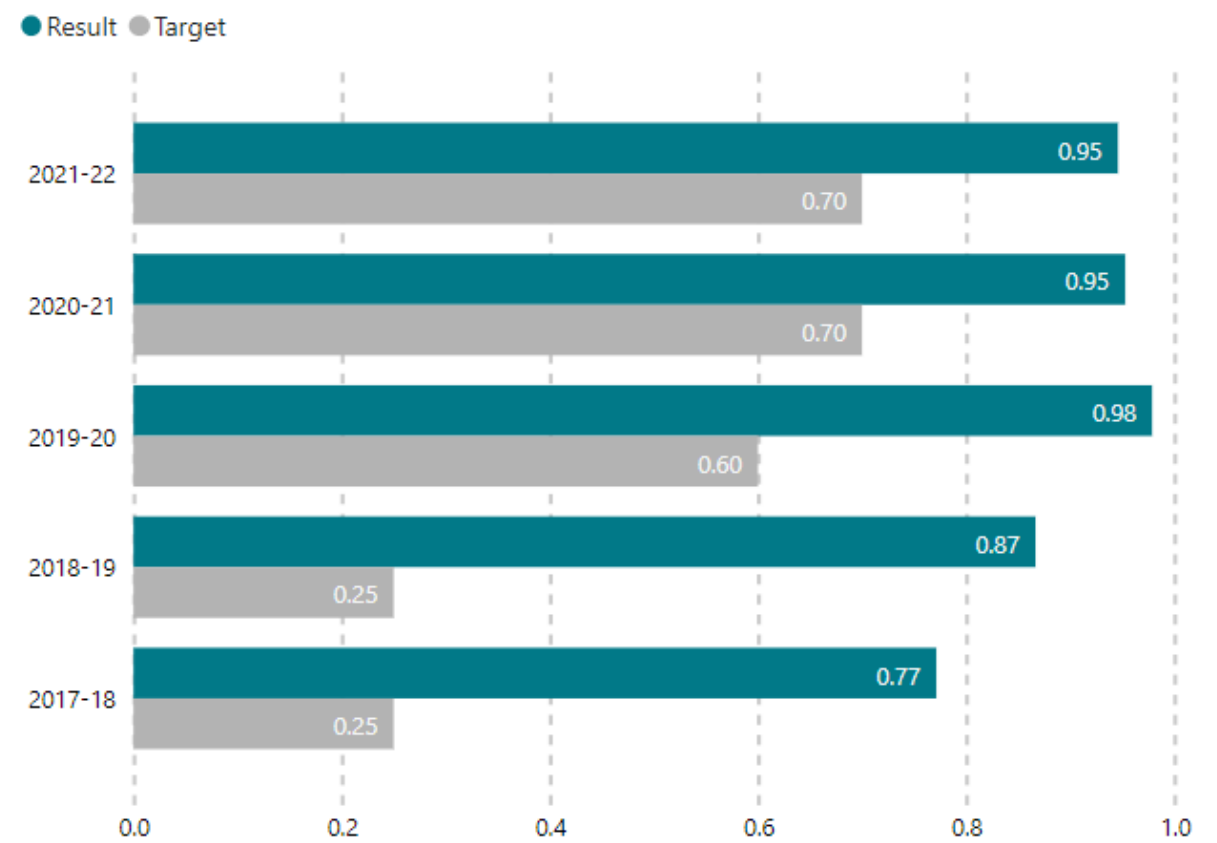


Latest Result  
**94.59%**

Current Year Target  
**70.00%**



Year End Result

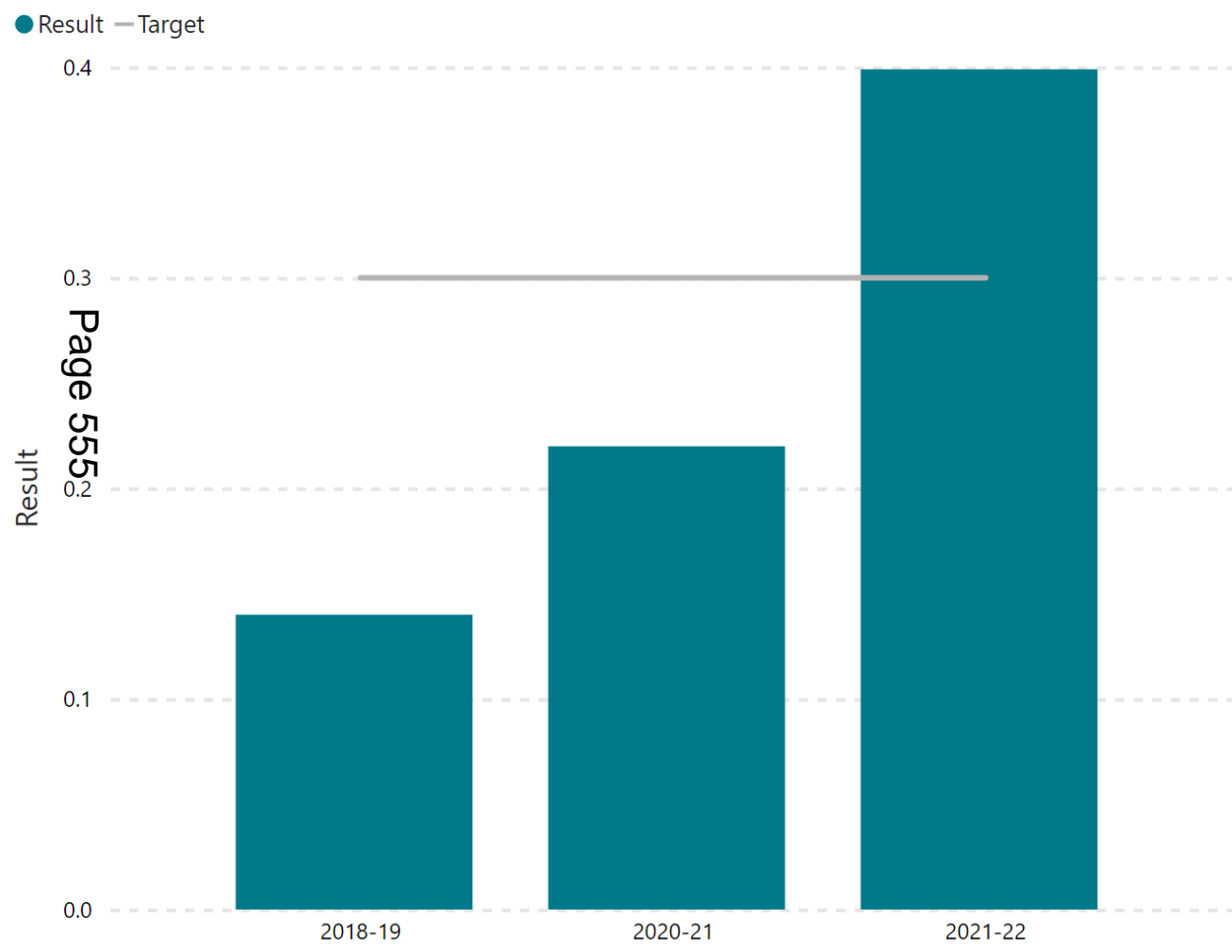


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# Cardiff grows in a resilient way

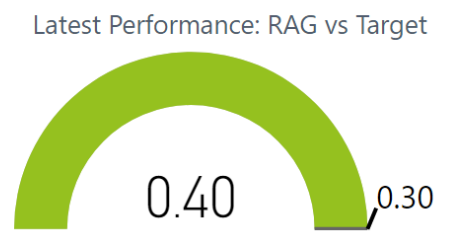
The percentage of affordable housing at completion stage provided in a development on greenfield sites.

### Performance by Quarter

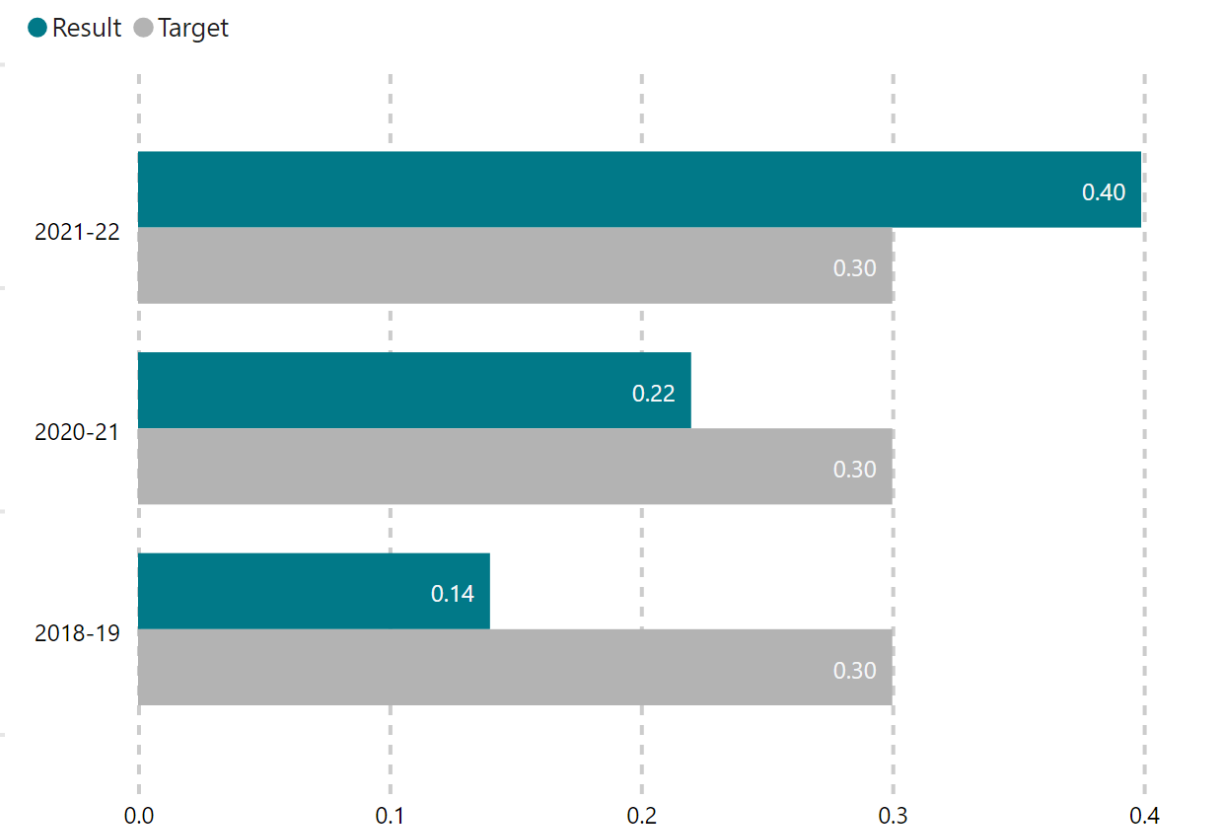


Latest Result  
**39.90%**

Current Year Target  
**30.00%**



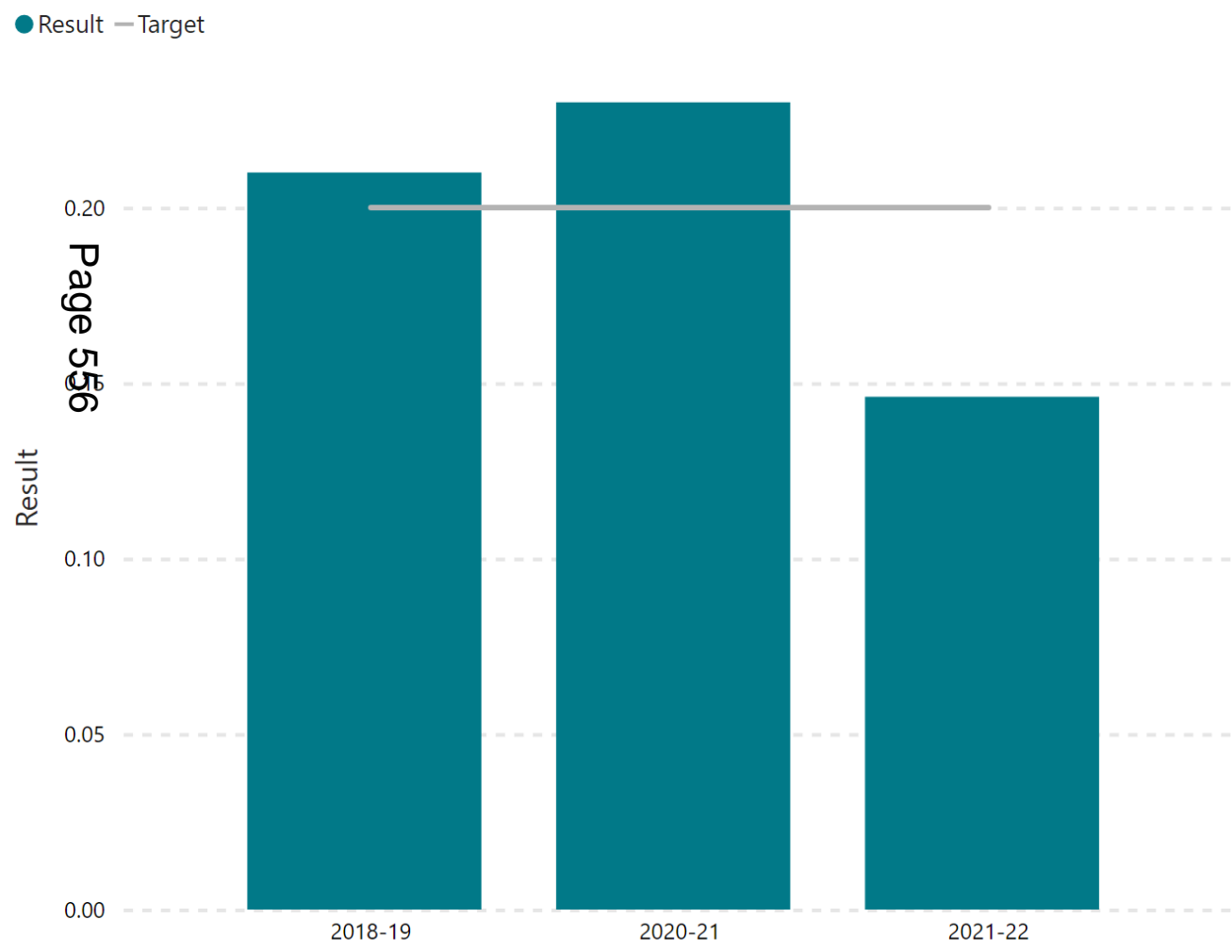
### Year End Result



# Cardiff grows in a resilient way

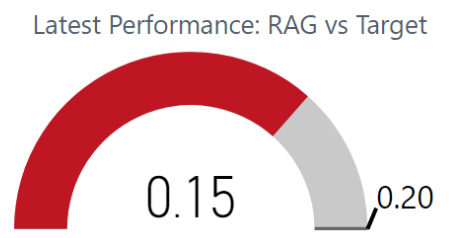
The percentage of affordable housing at completion stage provided in a development on brownfield sites.

### Performance by Quarter

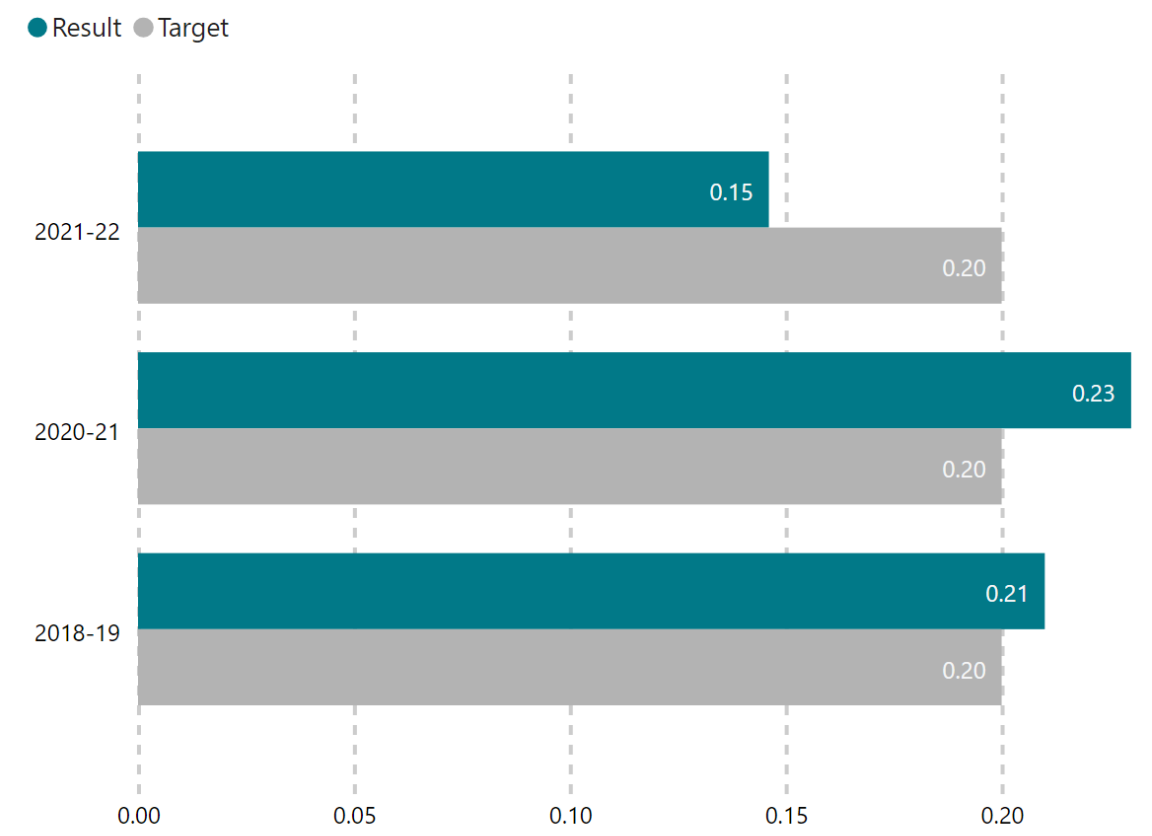


Latest Result  
**14.61%**

Current Year Target  
**20.00%**



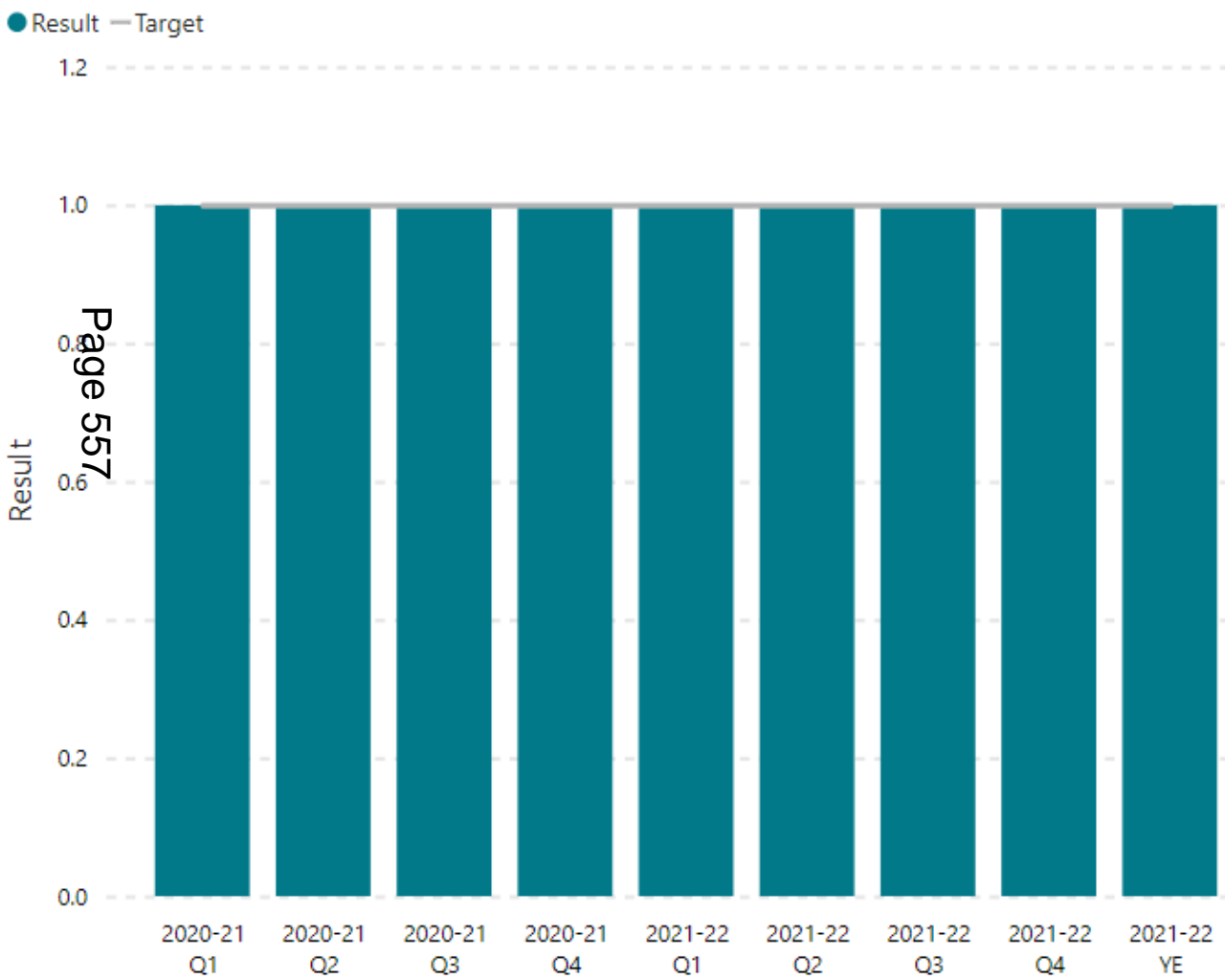
### Year End Result



# Cardiff grows in a resilient way

The percentage of planned recycling and waste collections achieved

Performance by Quarter



Latest Result

**99.98%**

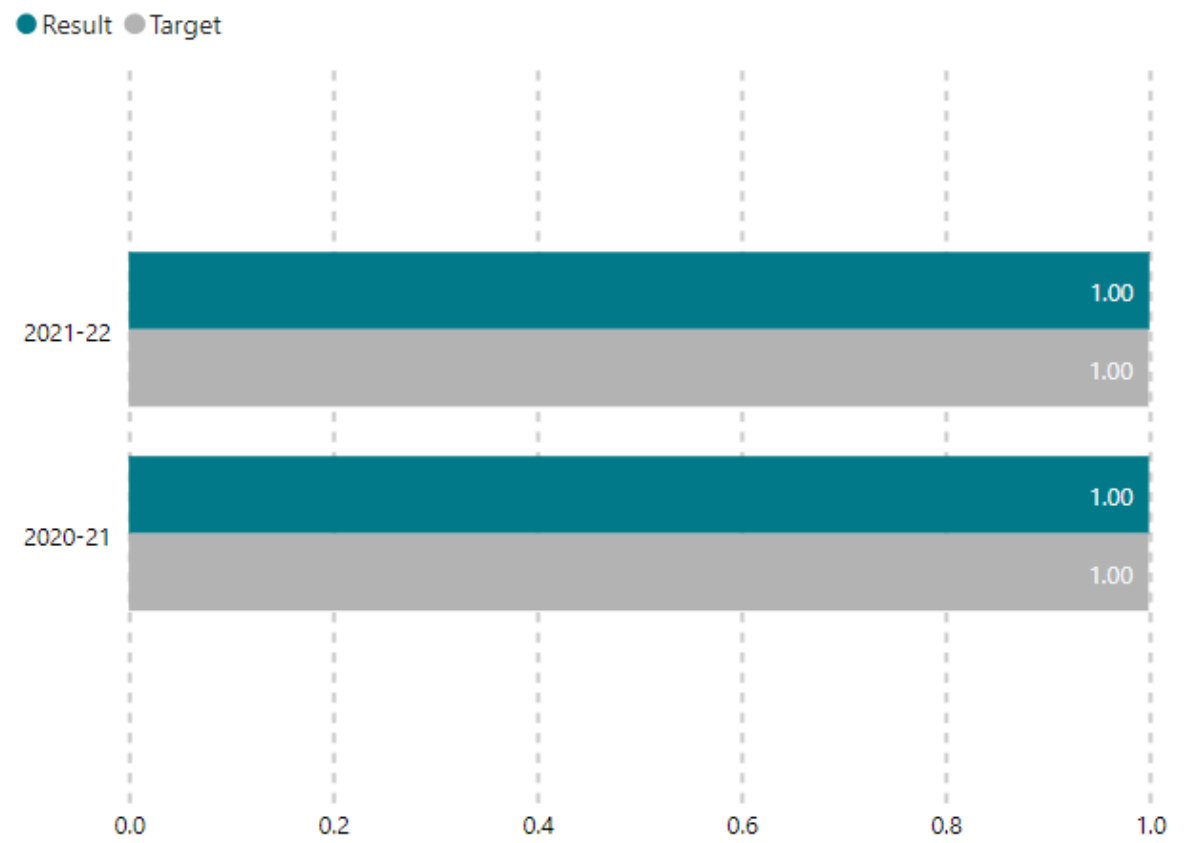
Current Year Target

**99.90%**

Latest Performance: RAG vs Target

**1.00**

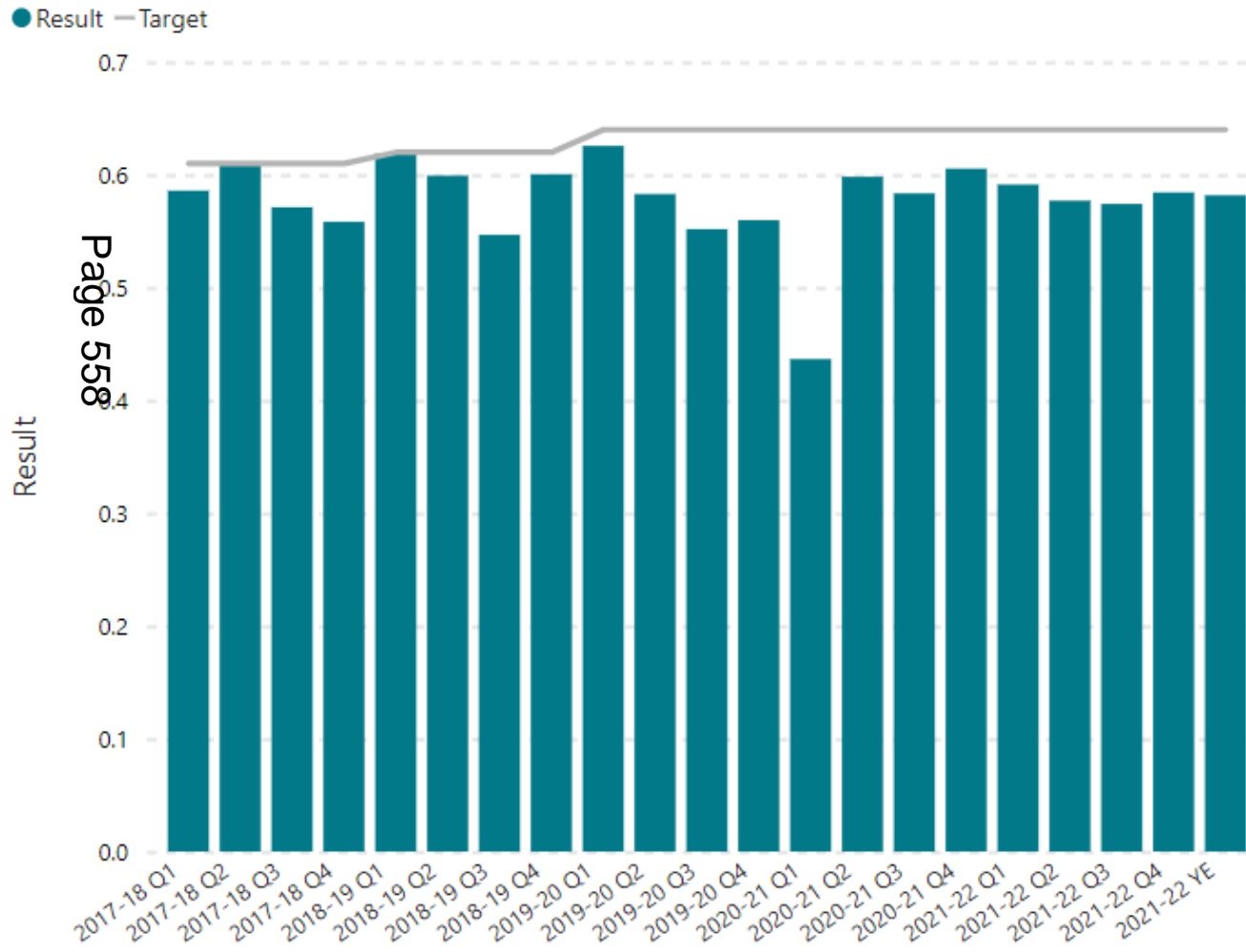
Year End Result



# Cardiff grows in a resilient way

The percentage of municipal waste collected and prepared for re-use and/or recycled (greater than 64%)

Performance by Quarter



Latest Result

## 58.19%

Current Year Target

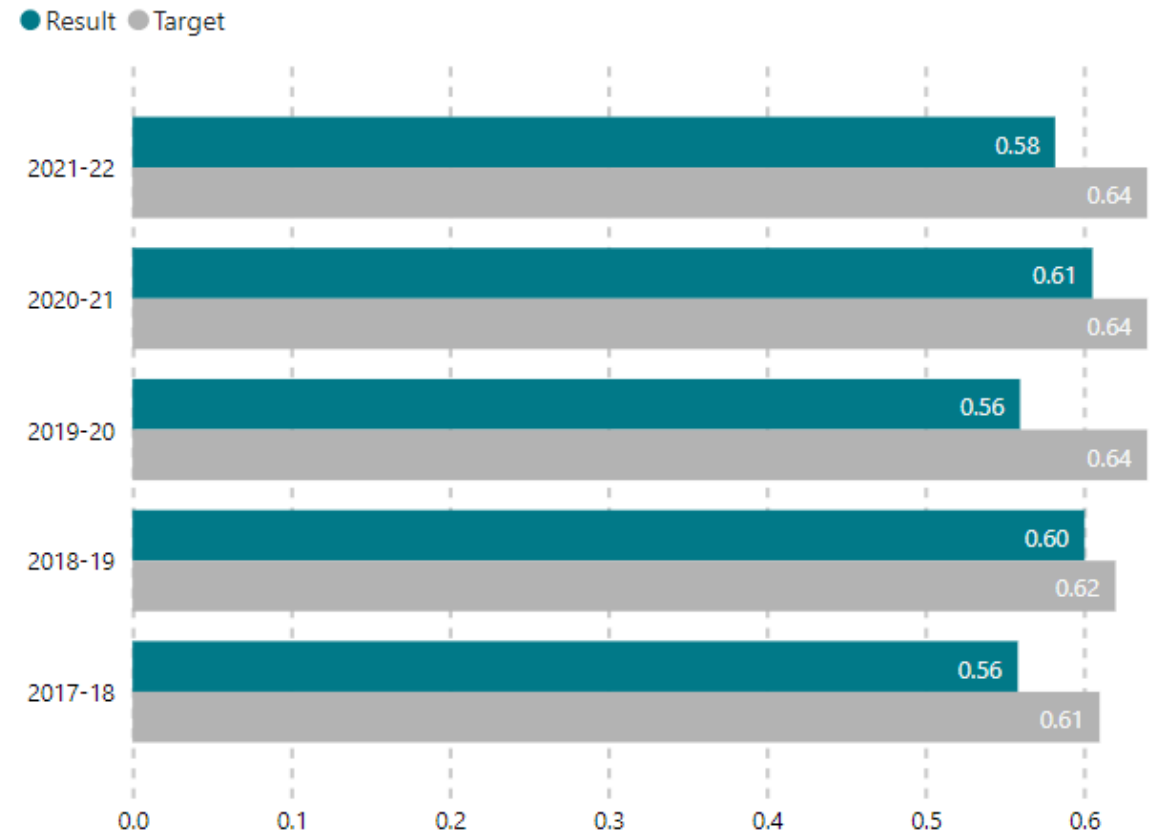
## 64.00%

Latest Performance: RAG vs Target

0.58

0.64

Year End Result

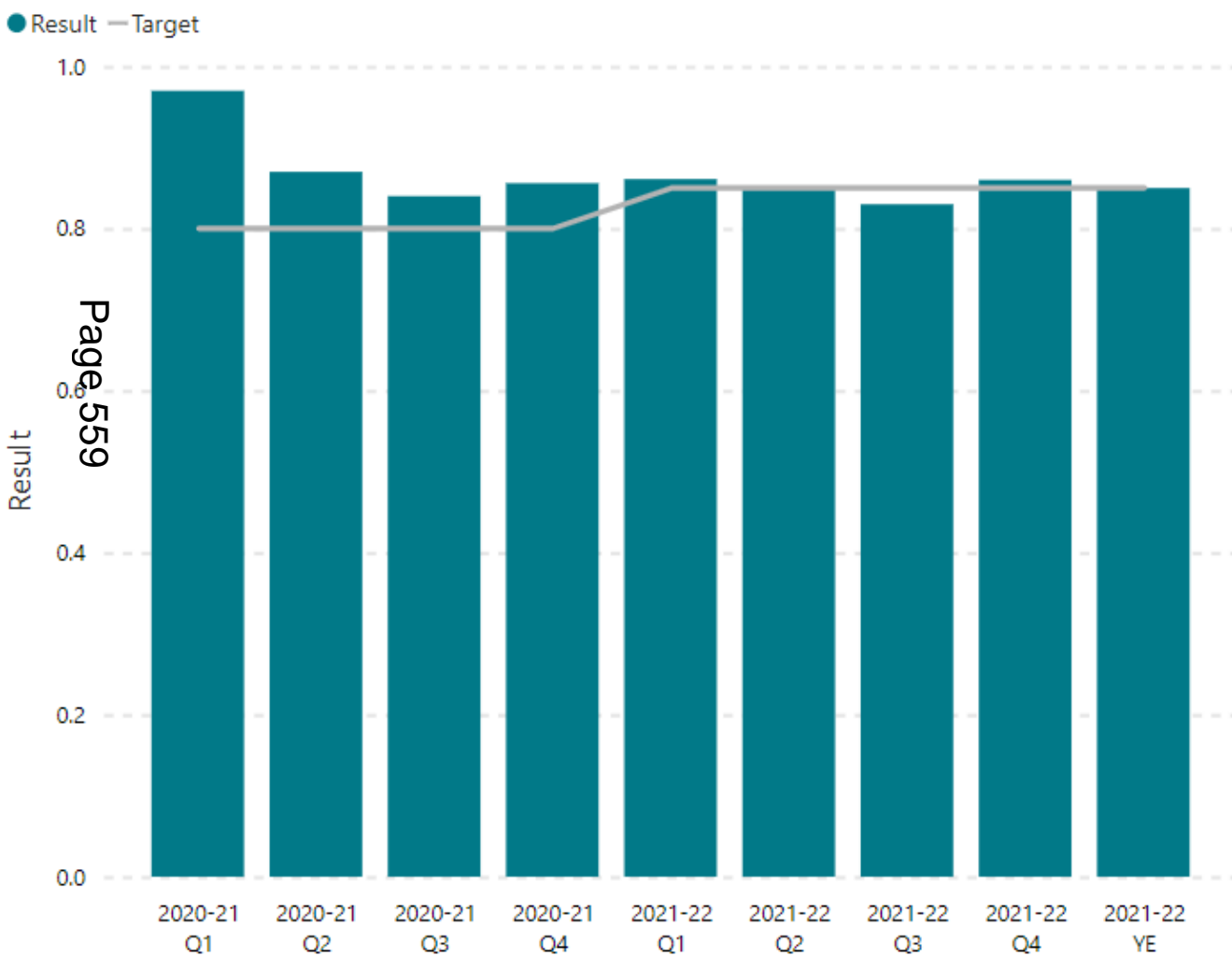


Result

Page 558

The percentage of waste collected at recycling centres that has been prepared for re-use or recycled

Performance by Quarter



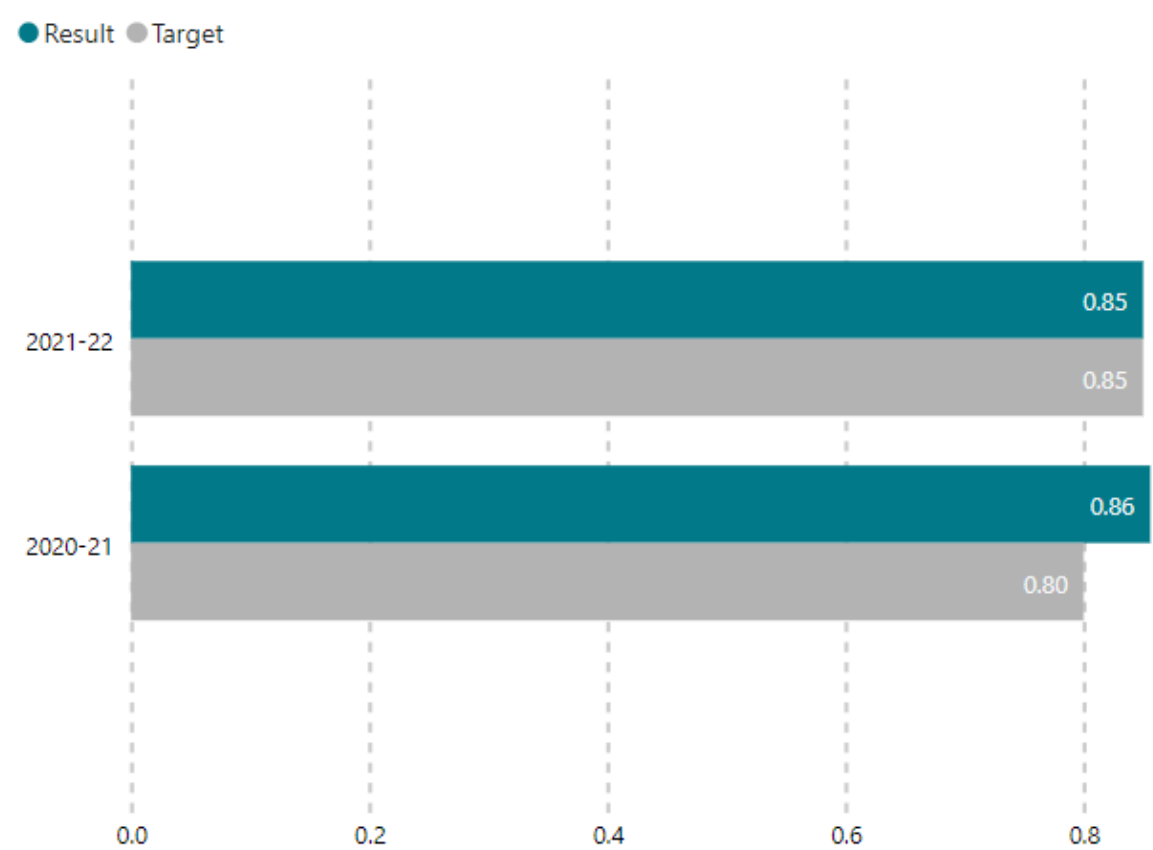
Latest Result  
**85.00%**

Current Year Target  
**85.00%**

Latest Performance: RAG vs Target

0.85

Year End Result

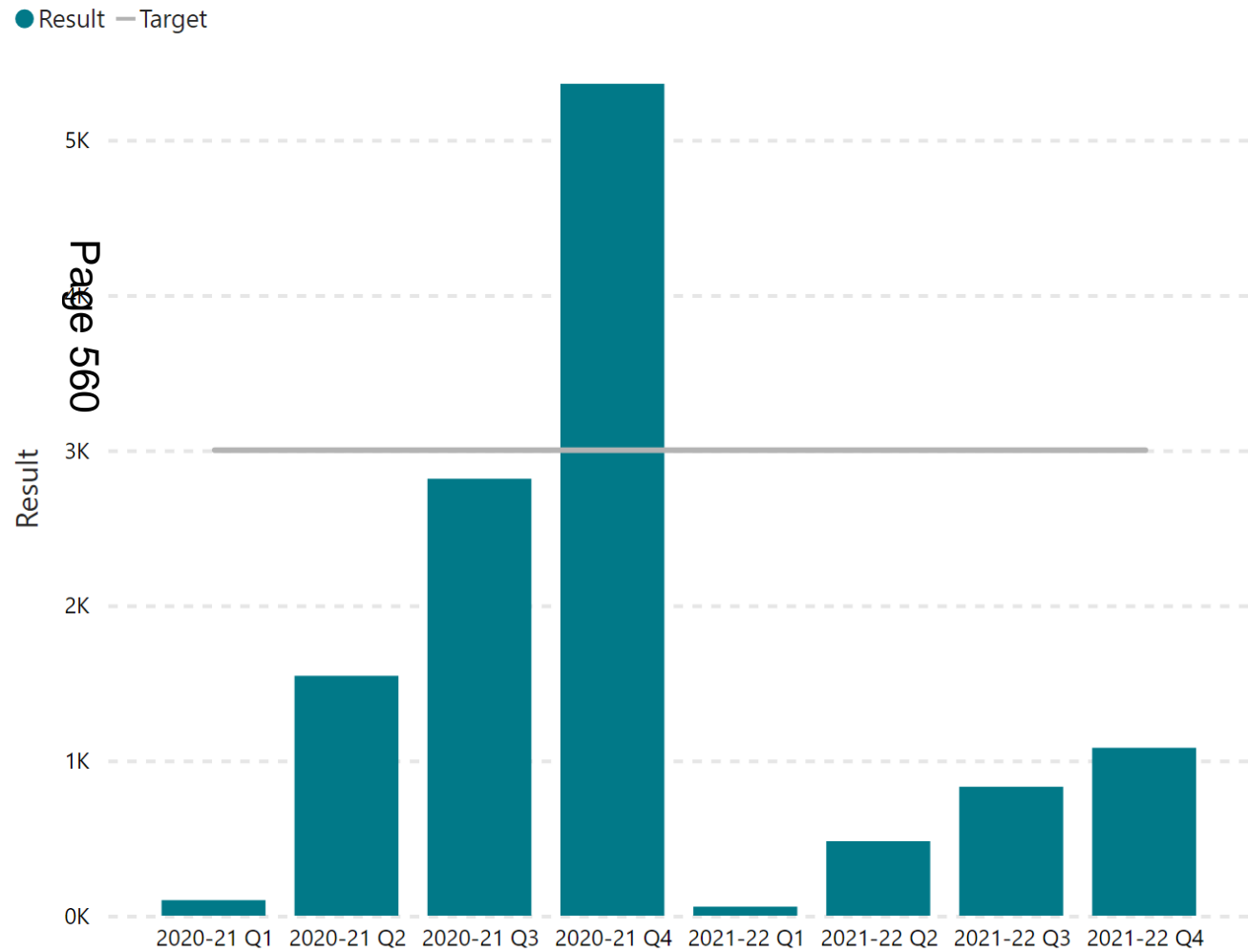


Page 559

# Cardiff grows in a resilient way

The number of education and enforcement actions per month relating to improving recycling behaviour by citizens

### Performance by Quarter

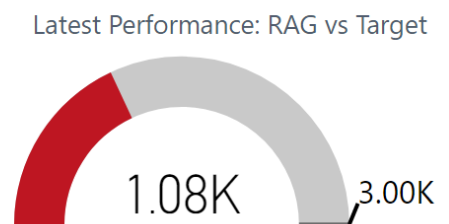


Latest Result

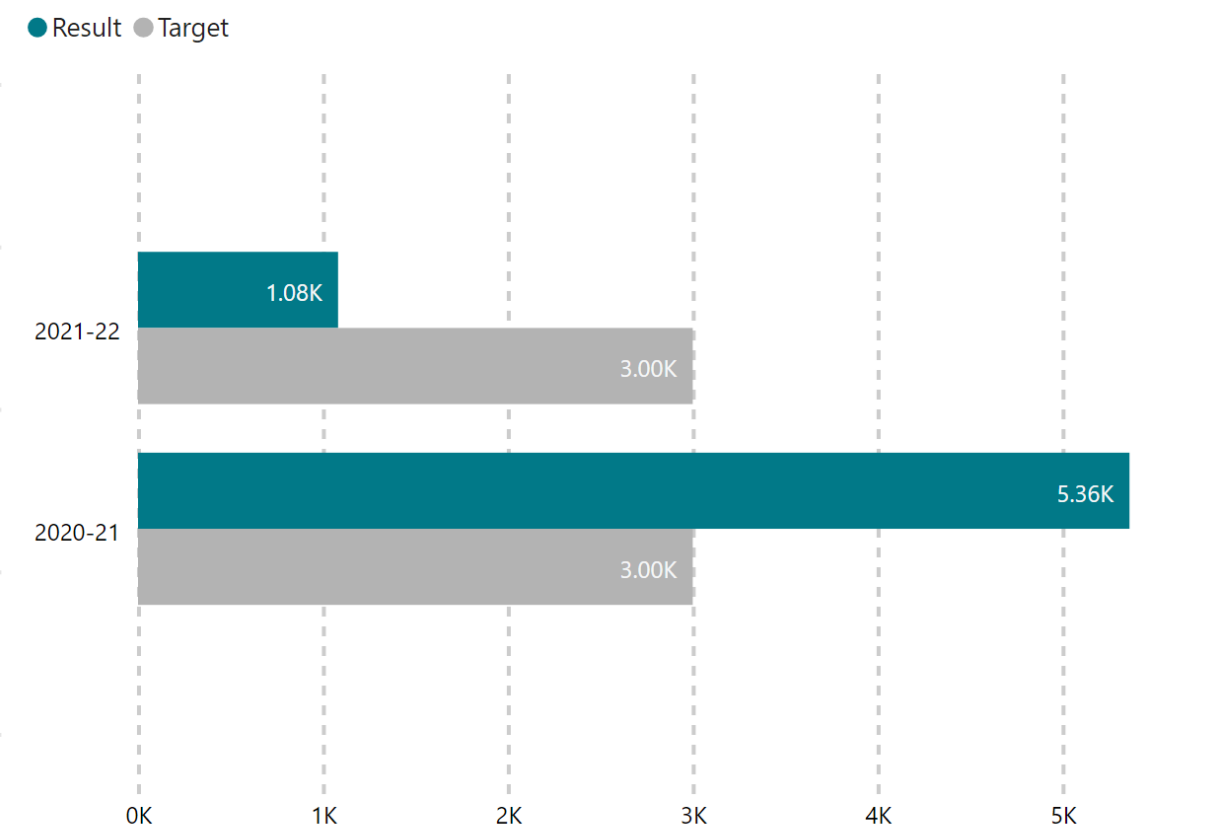
**1082**

Current Year Target

**3000**



### Year End Result

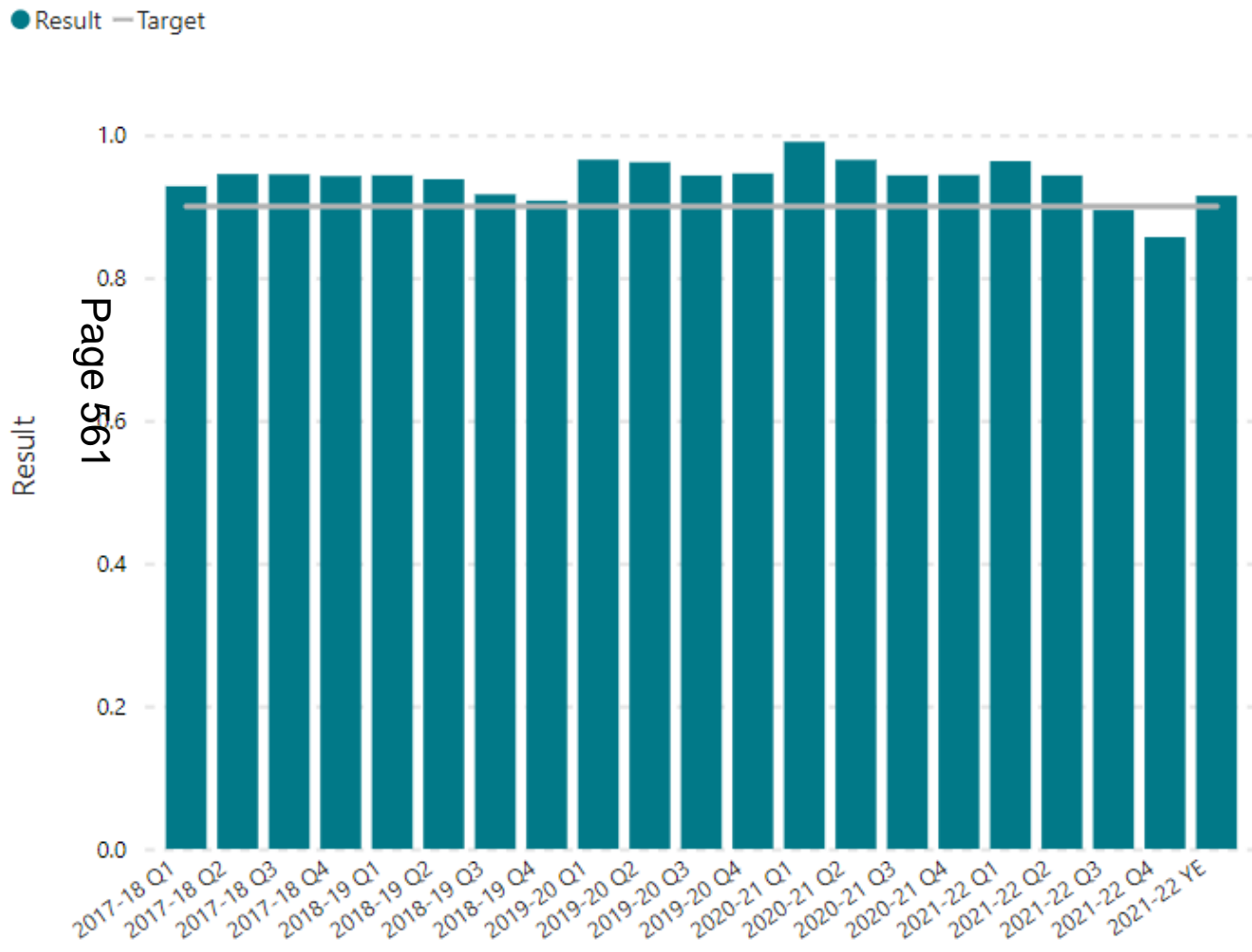




# Cardiff grows in a resilient way

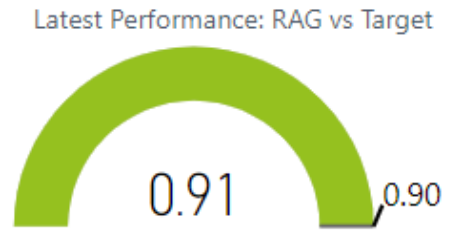
The percentage of highways inspected by the Local Authority found to be of a high or acceptable standard of cleanliness (ex. KWT ins...)

Performance by Quarter

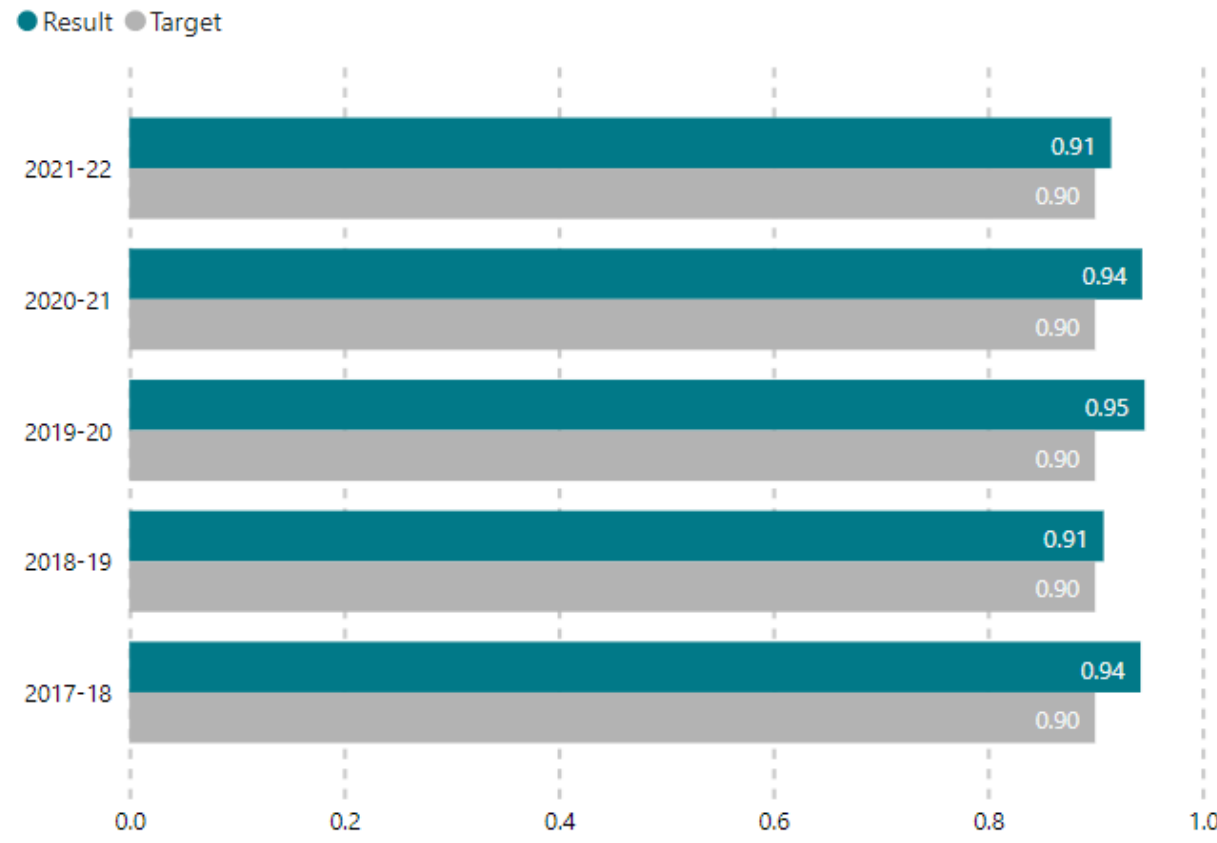


Latest Result  
**91.49%**

Current Year Target  
**90.00%**



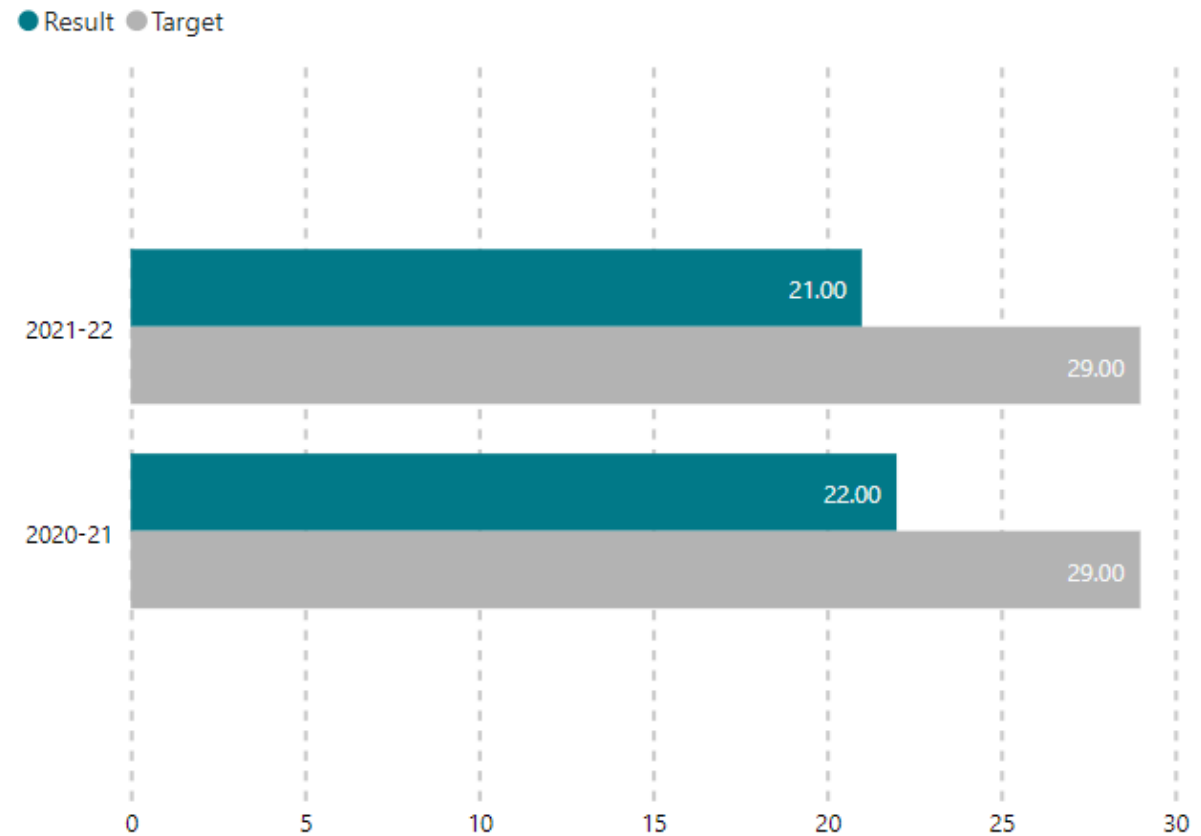
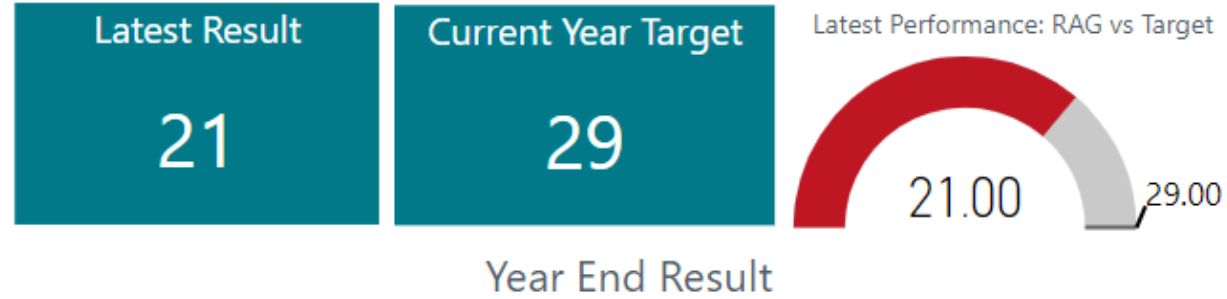
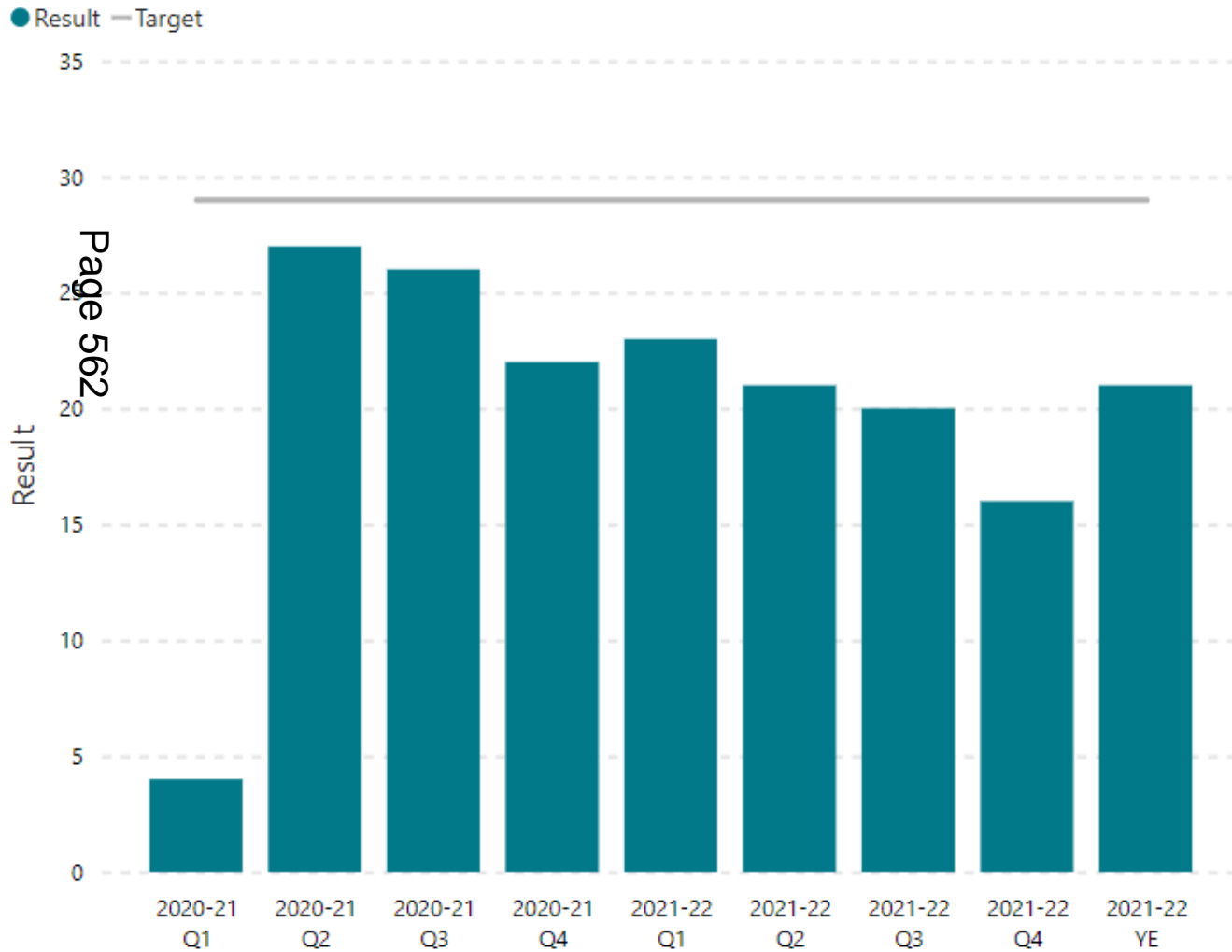
Year End Result



# Cardiff grows in a resilient way

The number of wards in Cardiff where 90% of the highways land inspected is of a high or acceptable standard of cleanliness

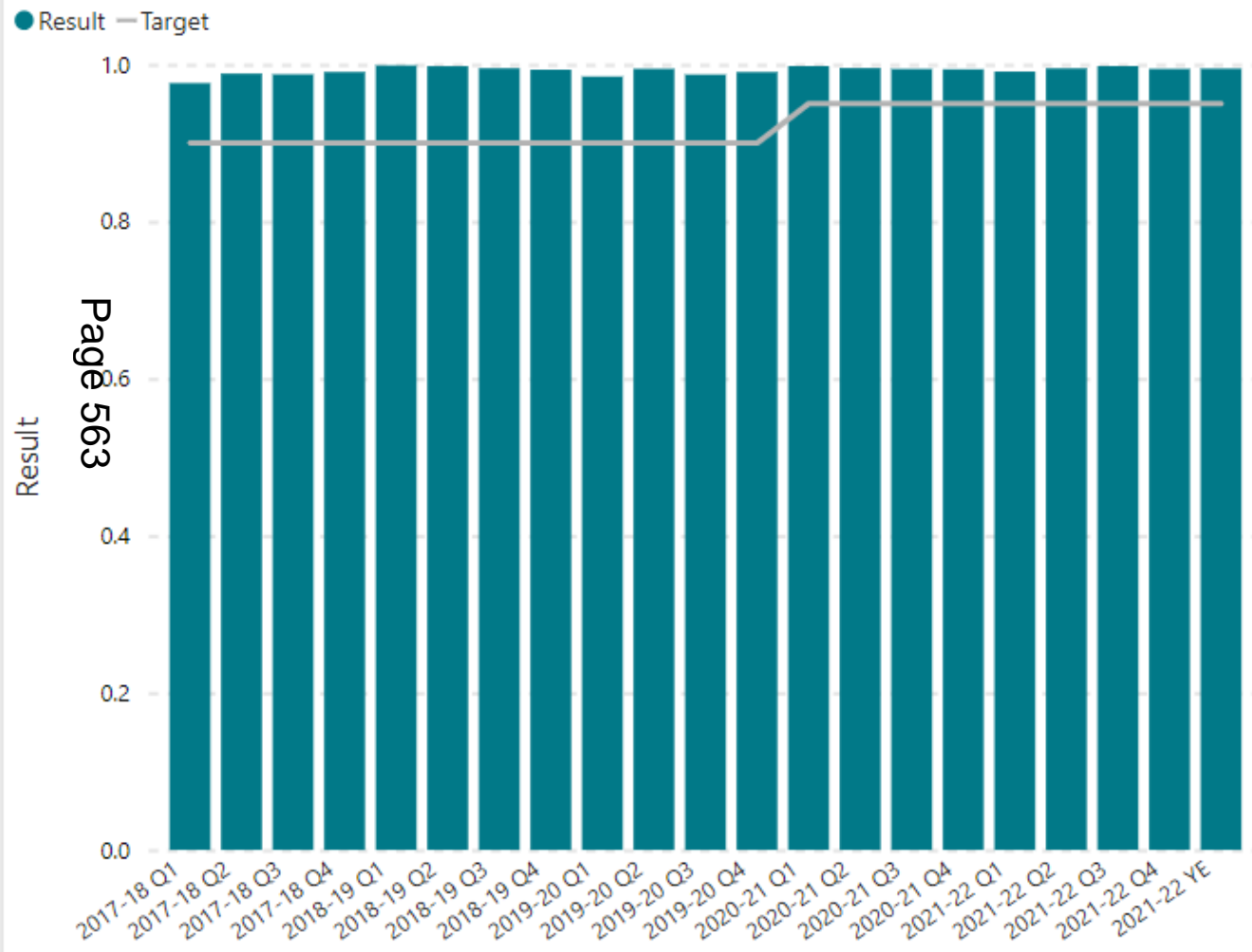
Performance by Quarter



# Cardiff grows in a resilient way

The percentage of reported fly tipping incidents cleared within 5 working days

Performance by Quarter



Latest Result

99.47%

Current Year Target

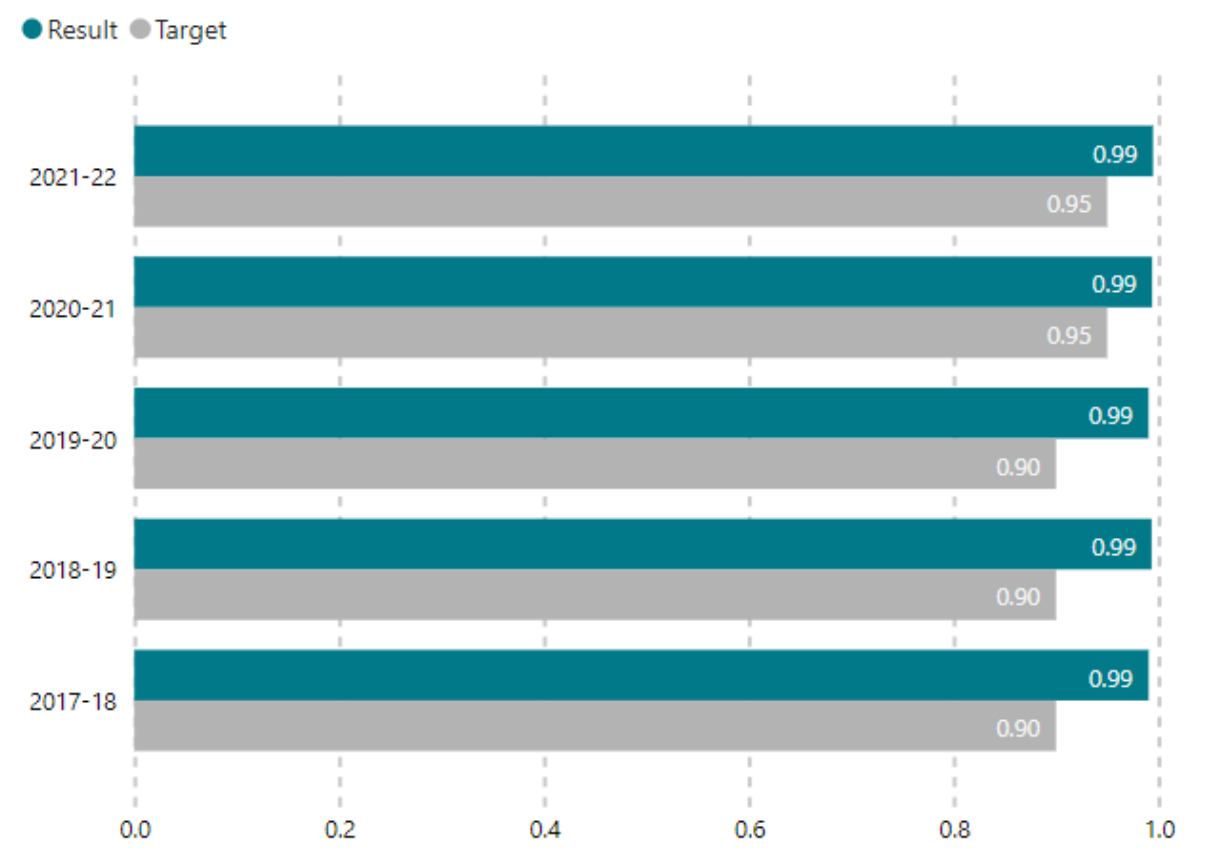
95.00%

Latest Performance: RAG vs Target

0.99

0.95

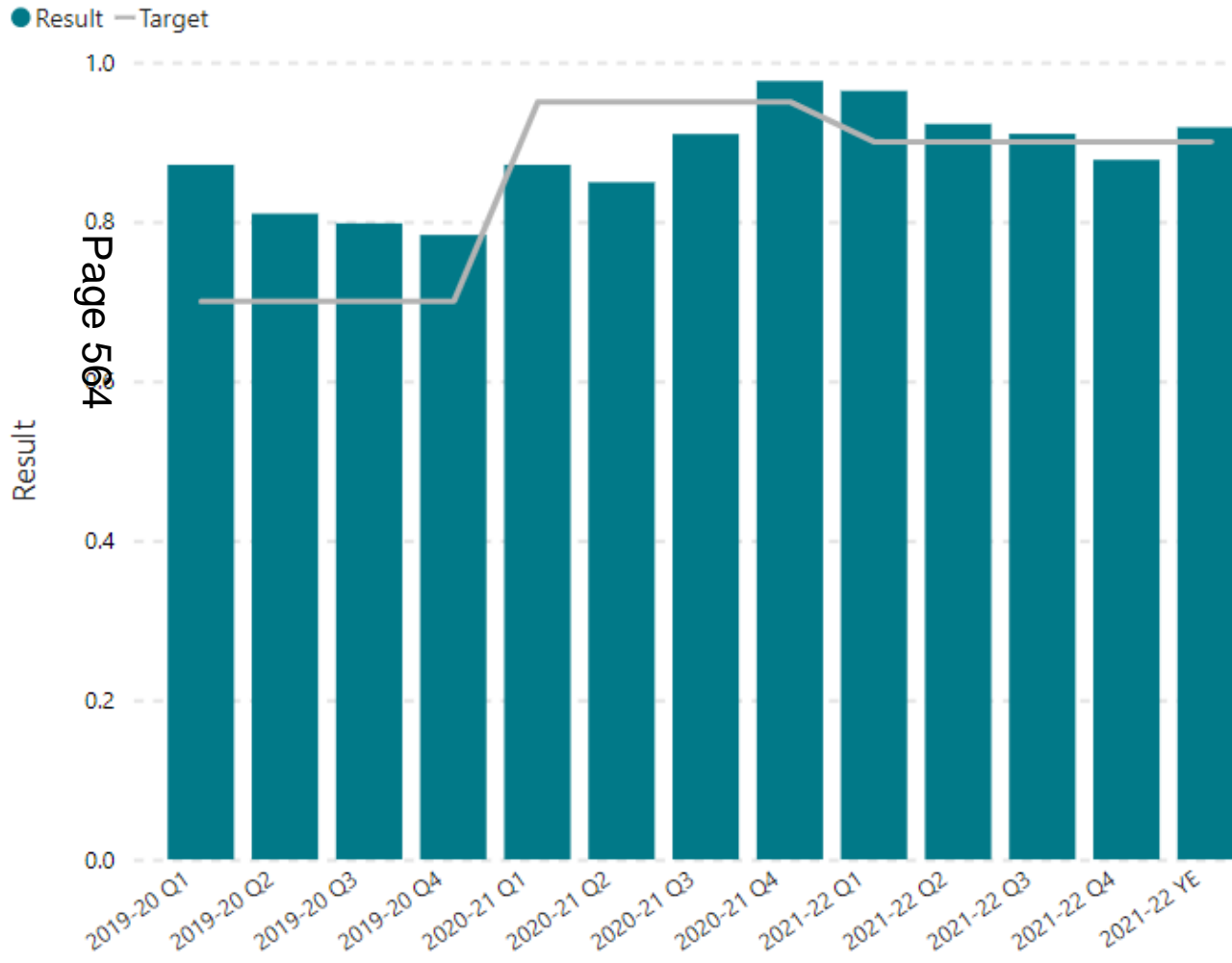
Year End Result



# Cardiff grows in a resilient way

The percentage of reported fly tipping incidents which lead to enforcement activity.

Performance by Quarter



Latest Result

91.83%

Current Year Target

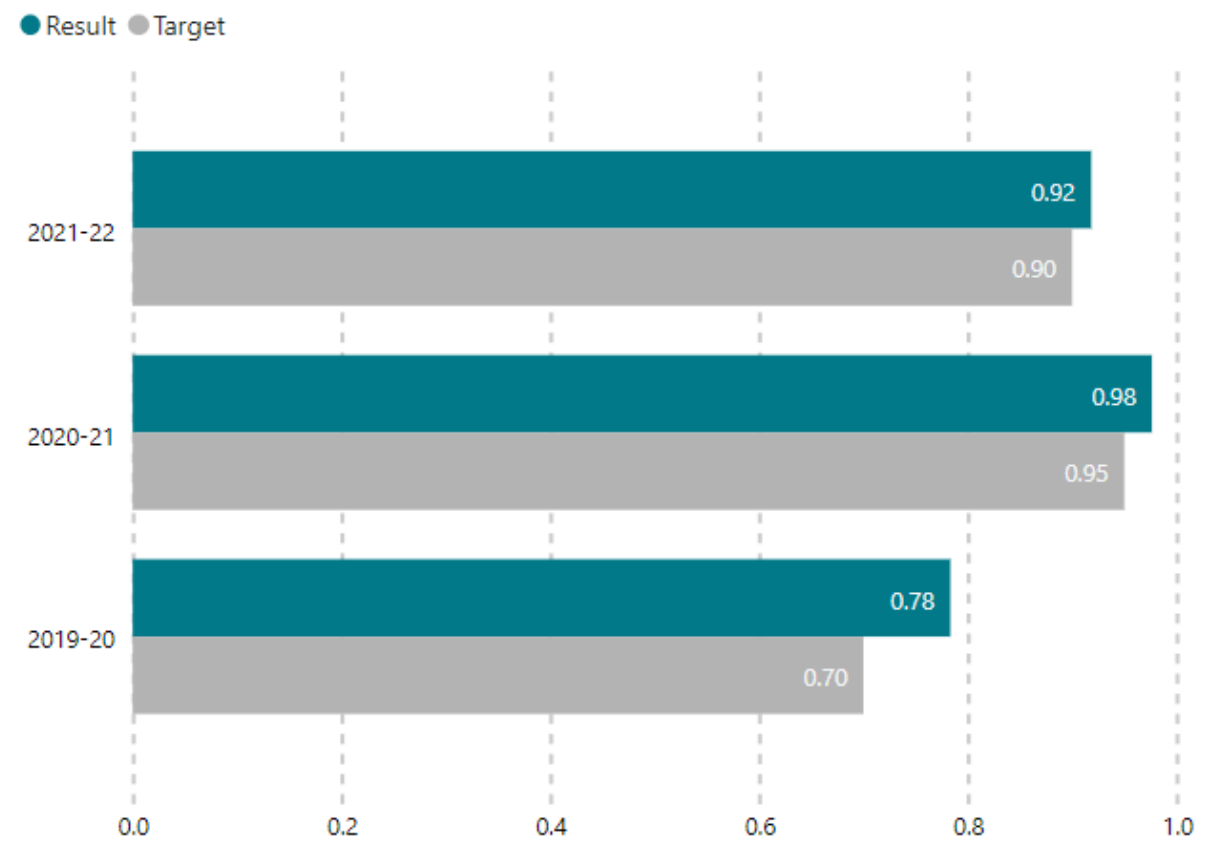
90.00%

Latest Performance: RAG vs Target

0.92

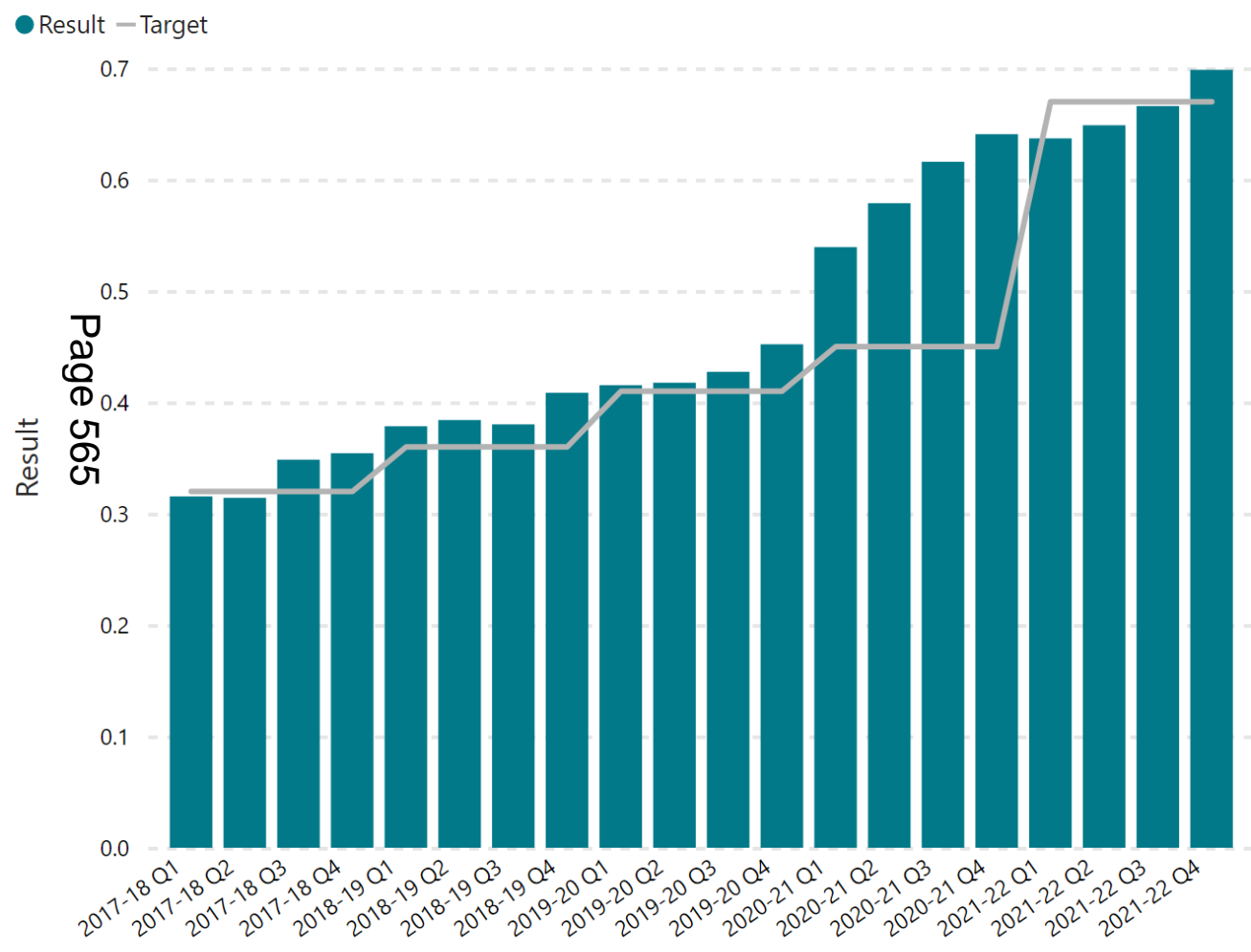
0.90

Year End Result



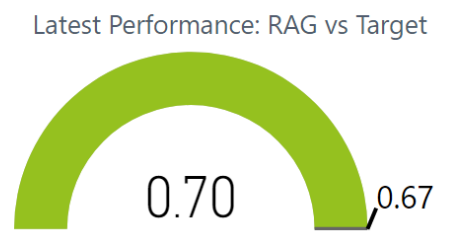
## The percentage of devices that enable agile and mobile working across the organisation

Performance by Quarter

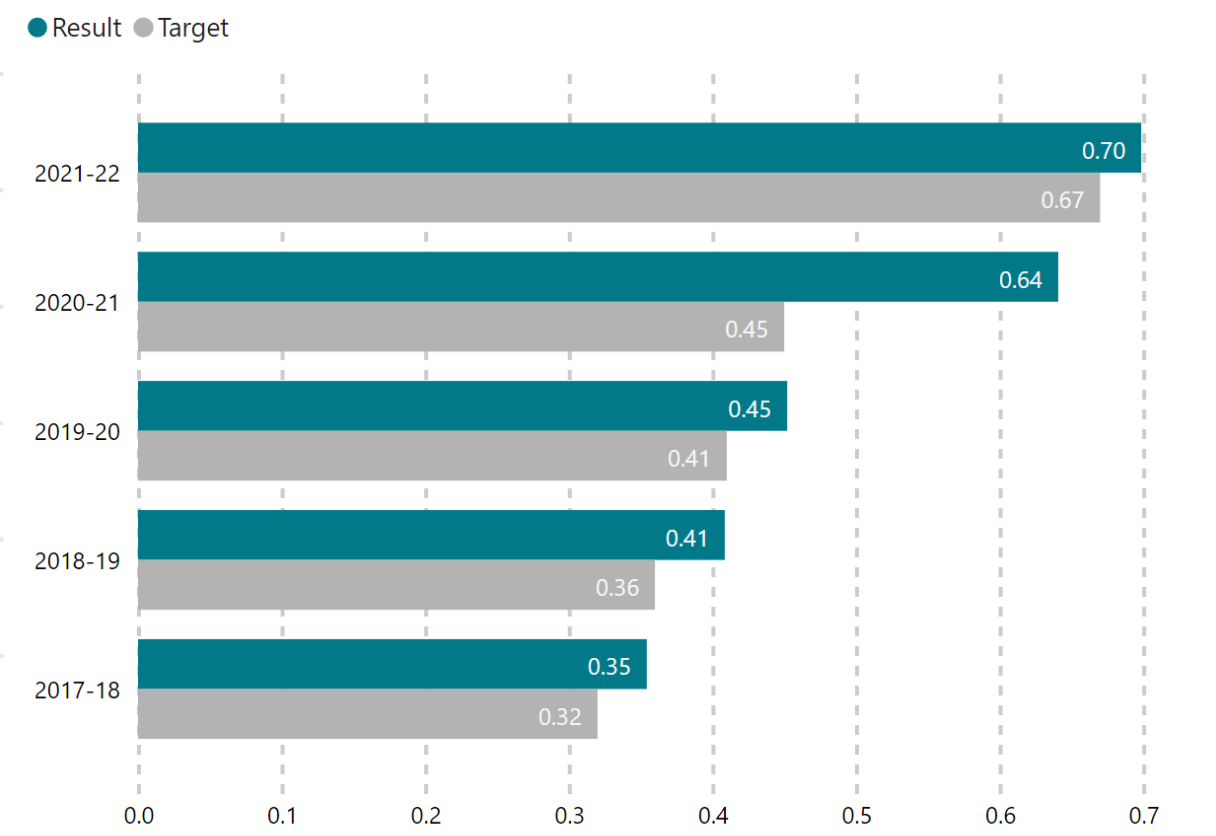


Latest Result  
**69.86%**

Current Year Target  
**67.00%**

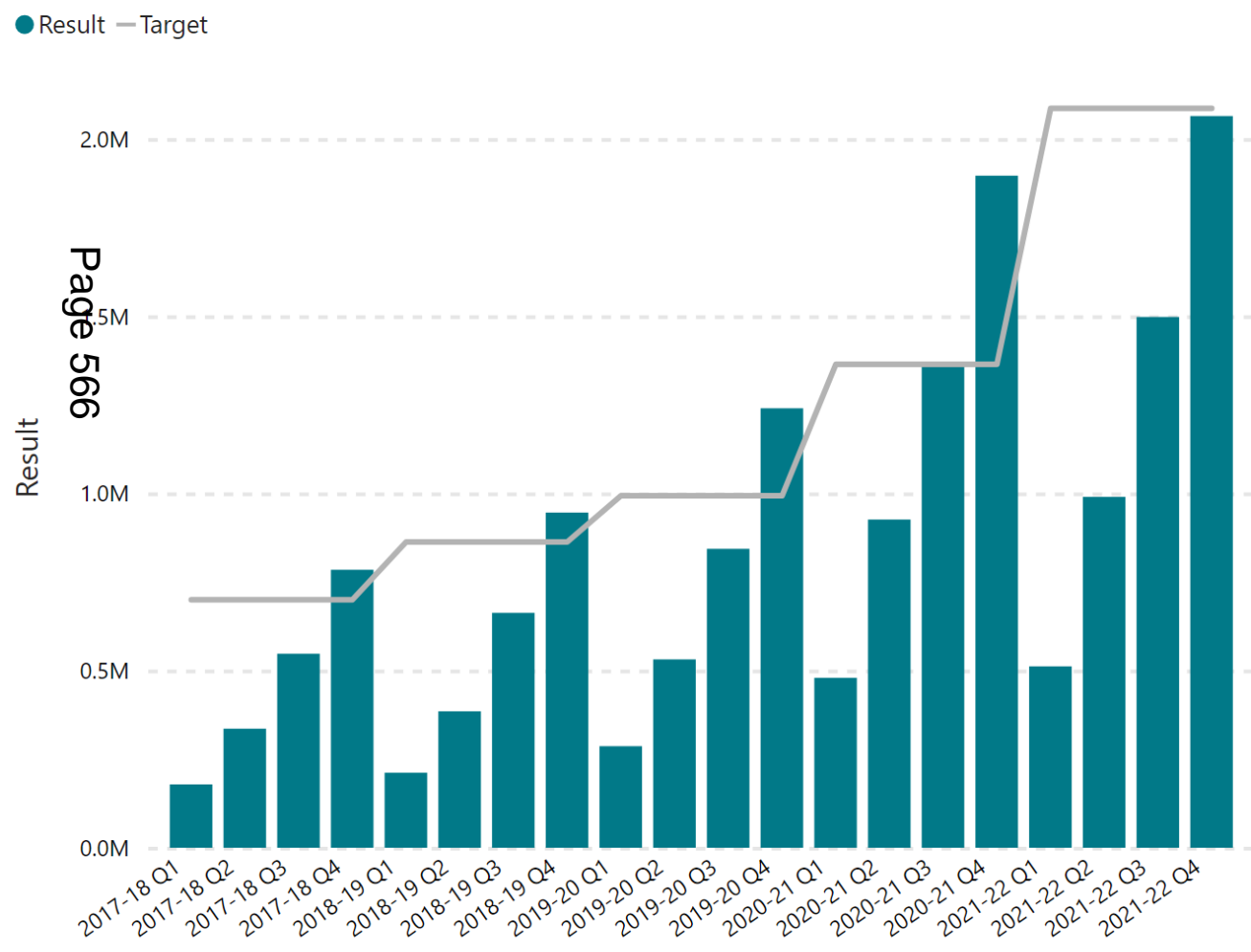


Year End Result



The number of customer contacts to the Council using digital channels.

## Performance by Quarter

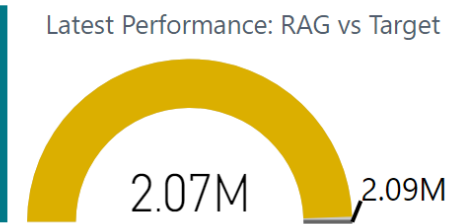


Latest Result

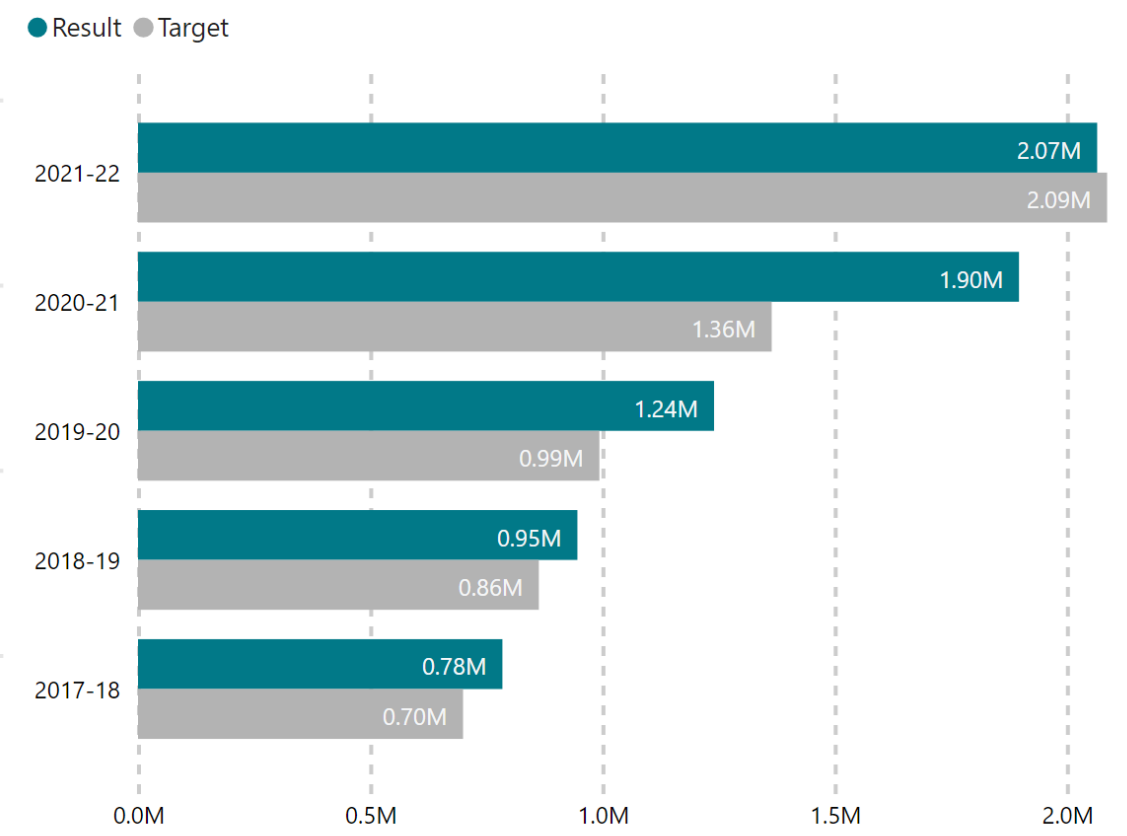
### 2065094

Current Year Target

### 2086466



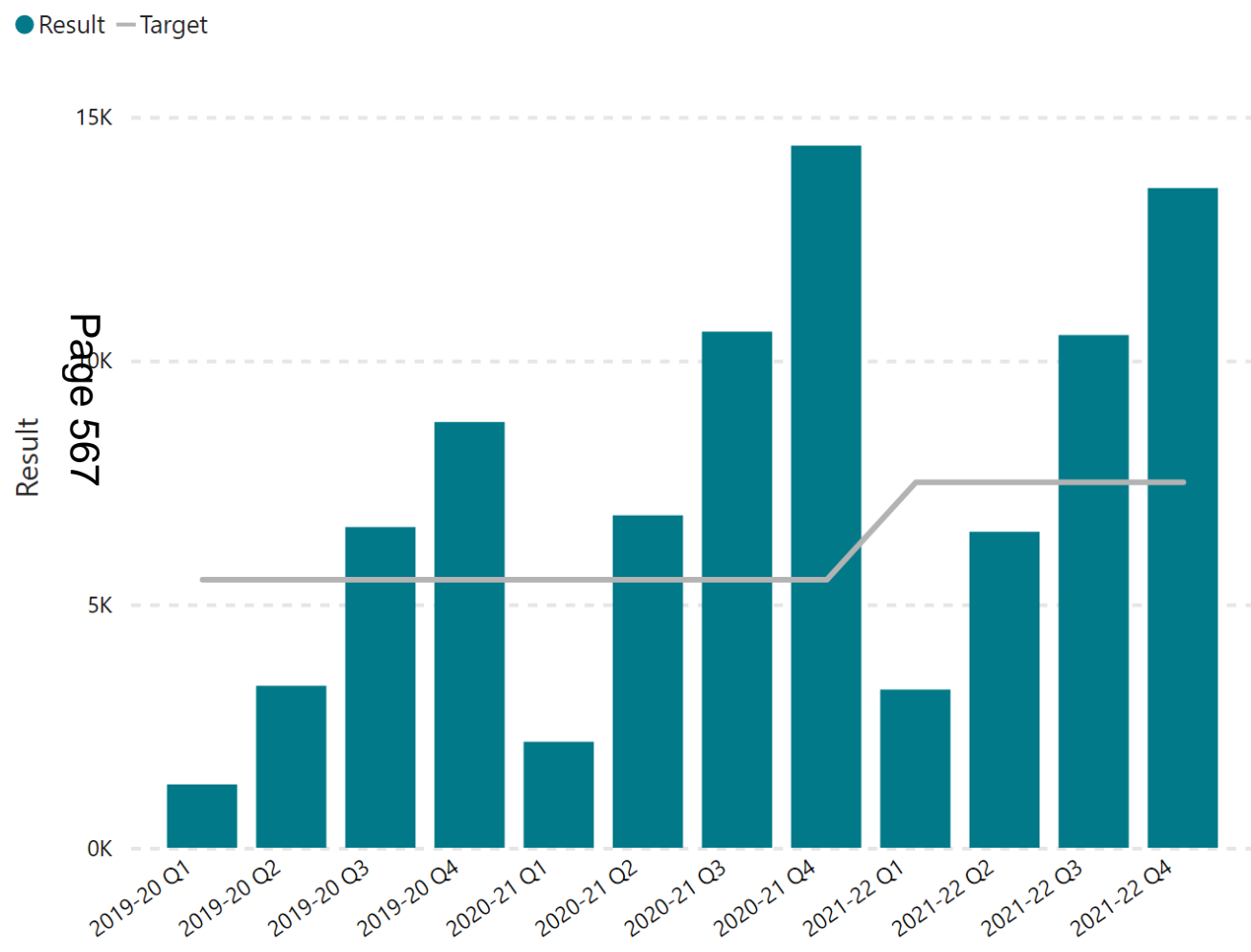
## Year End Result



# Modernising and integrating our public services

The total number of webcast hits (Full Council, Planning Committees, Scrutiny Committees, Audit Committee, Cabinet).

## Performance by Quarter

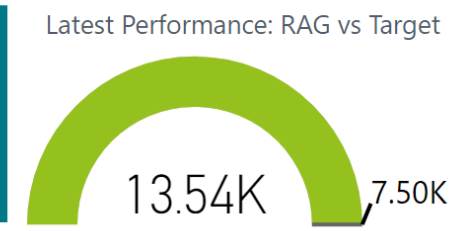


Latest Result

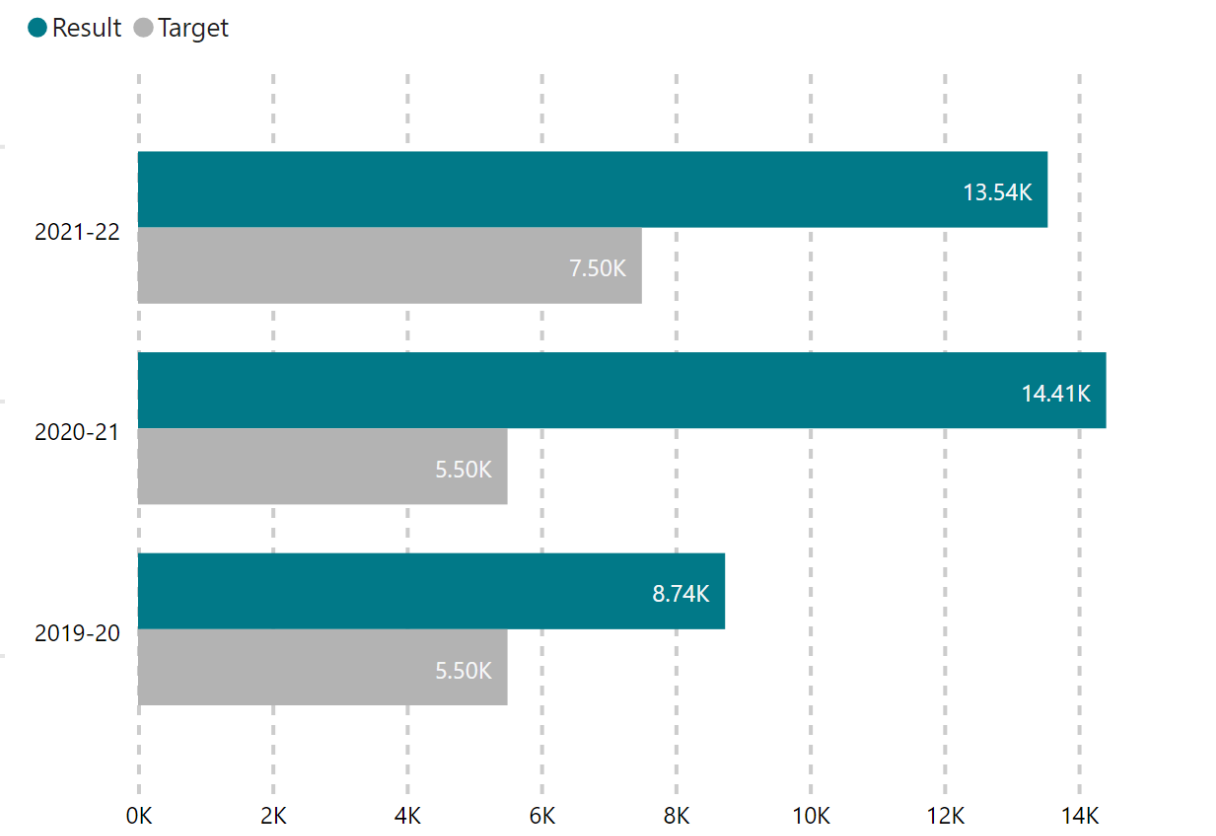
**13541**

Current Year Target

**7500**

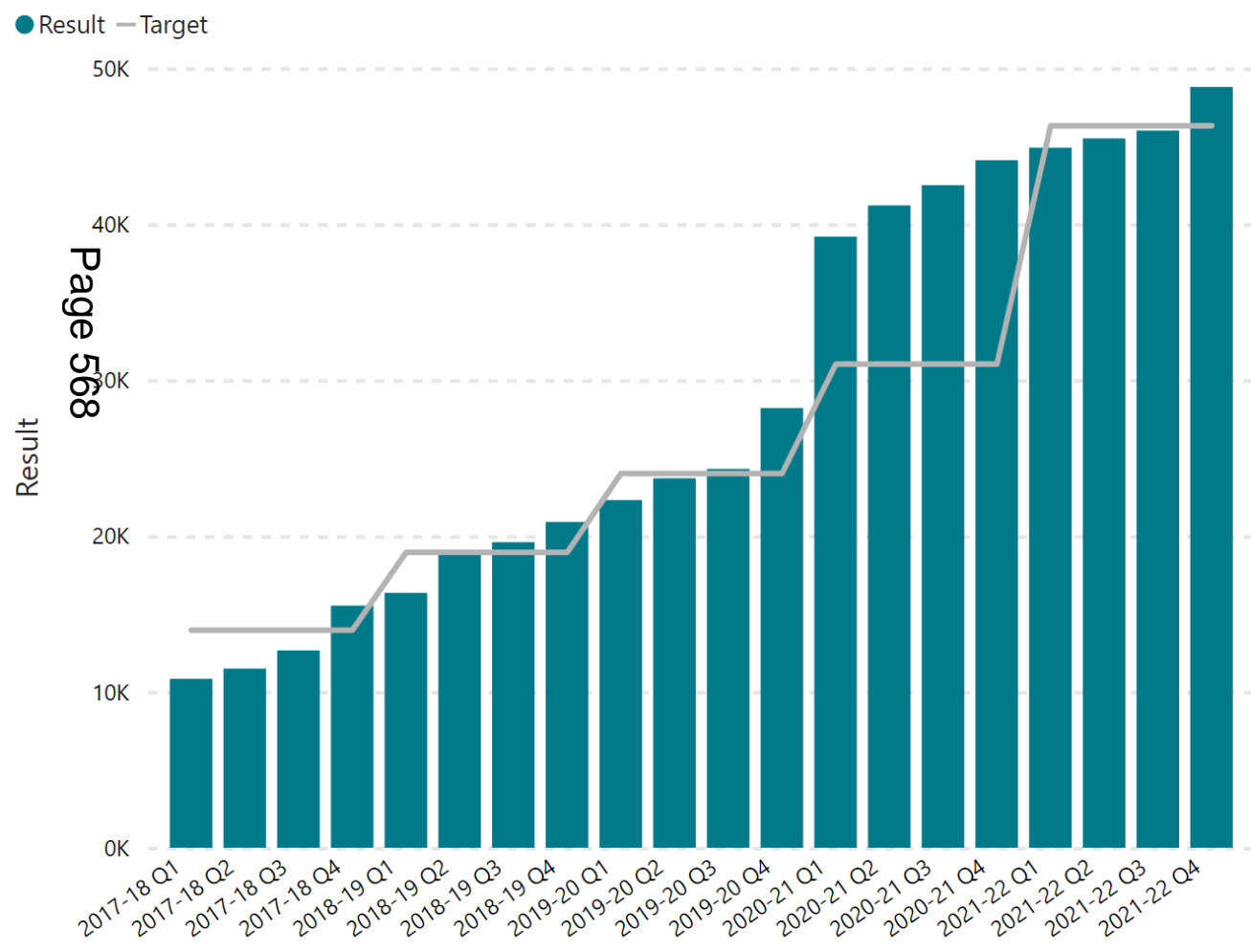


## Year End Result



## The number of Facebook Followers

Performance by Quarter

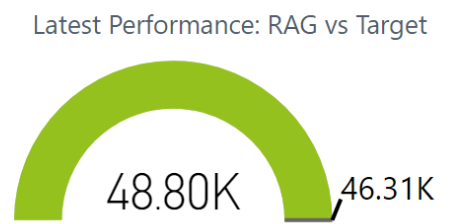


Latest Result

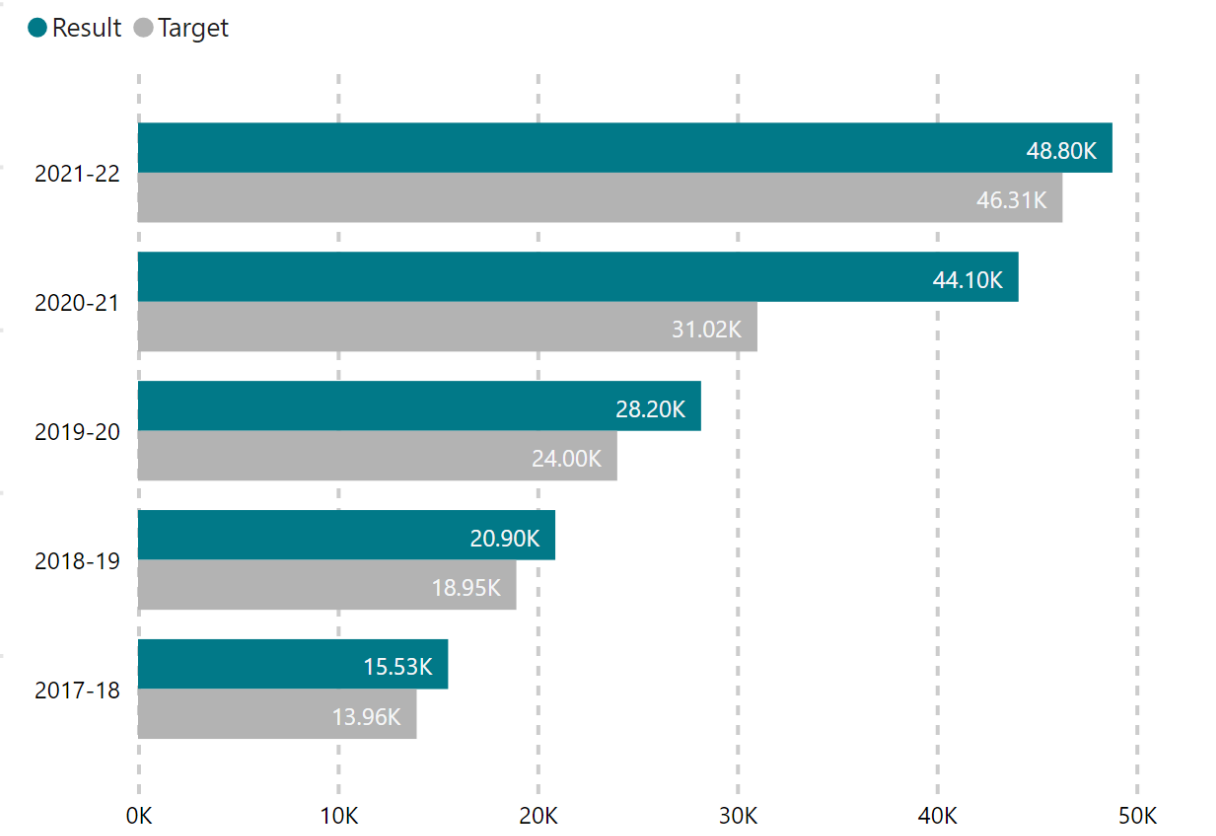
### 48800

Current Year Target

### 46305



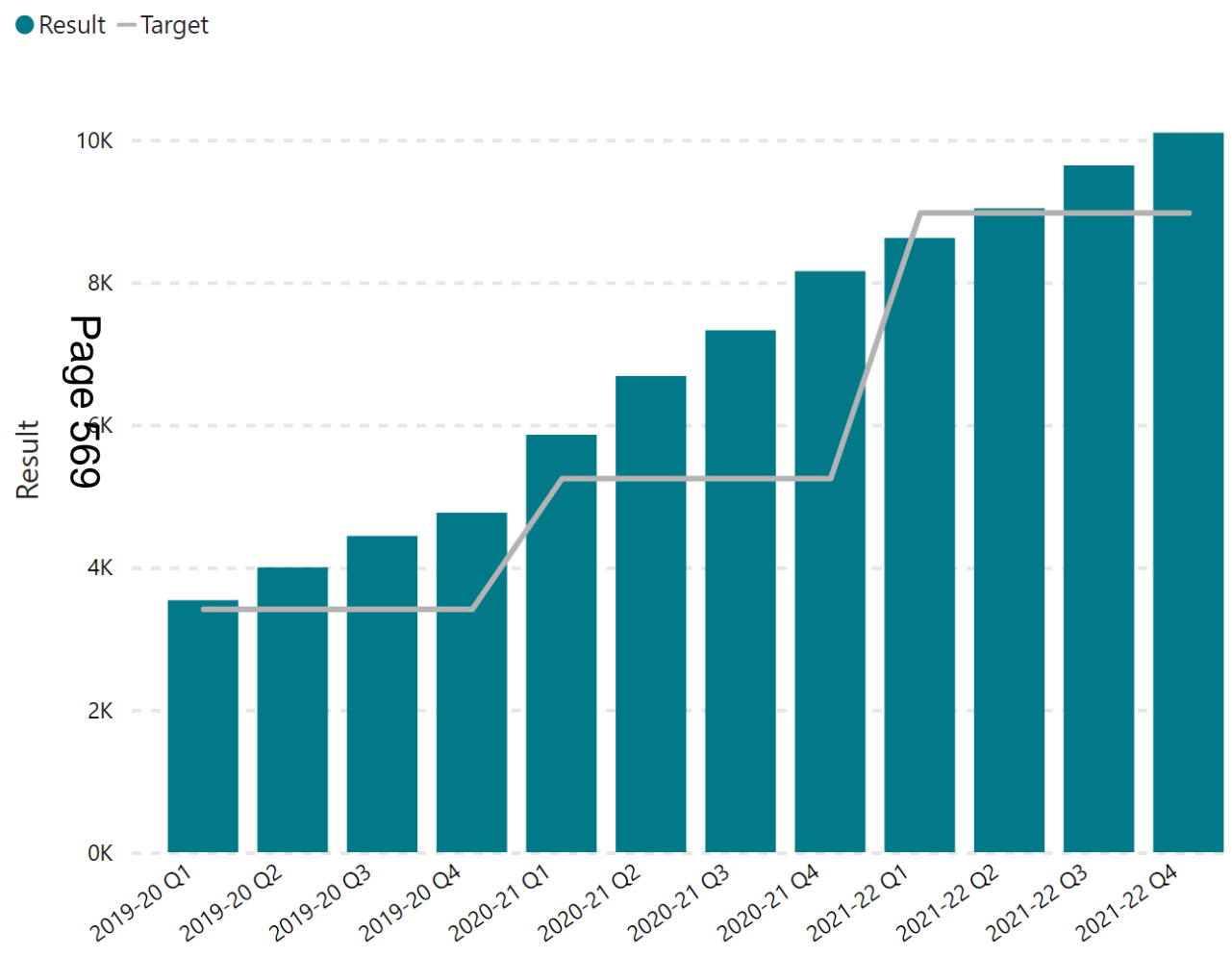
Year End Result





## The number of Instagram Followers

### Performance by Quarter



Latest Result

**10100**

Current Year Target

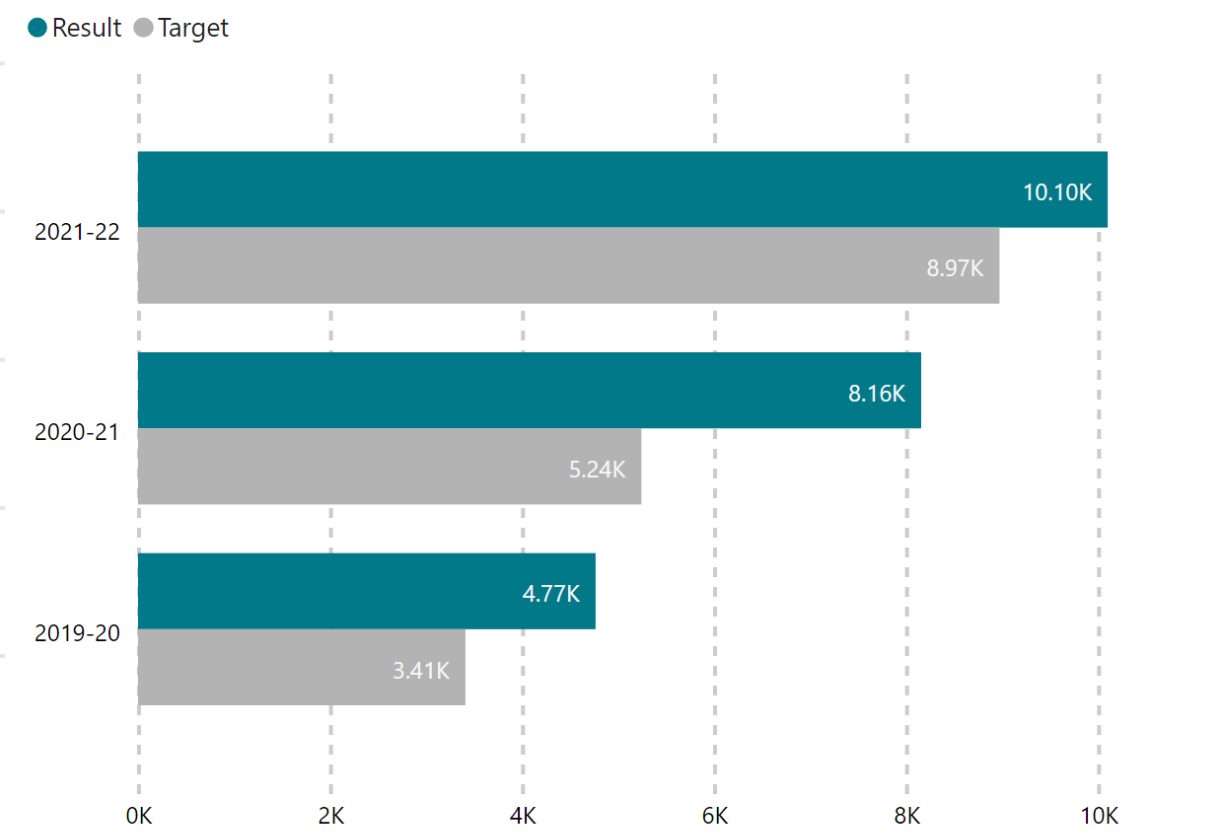
**8973**

Latest Performance: RAG vs Target

10.10K

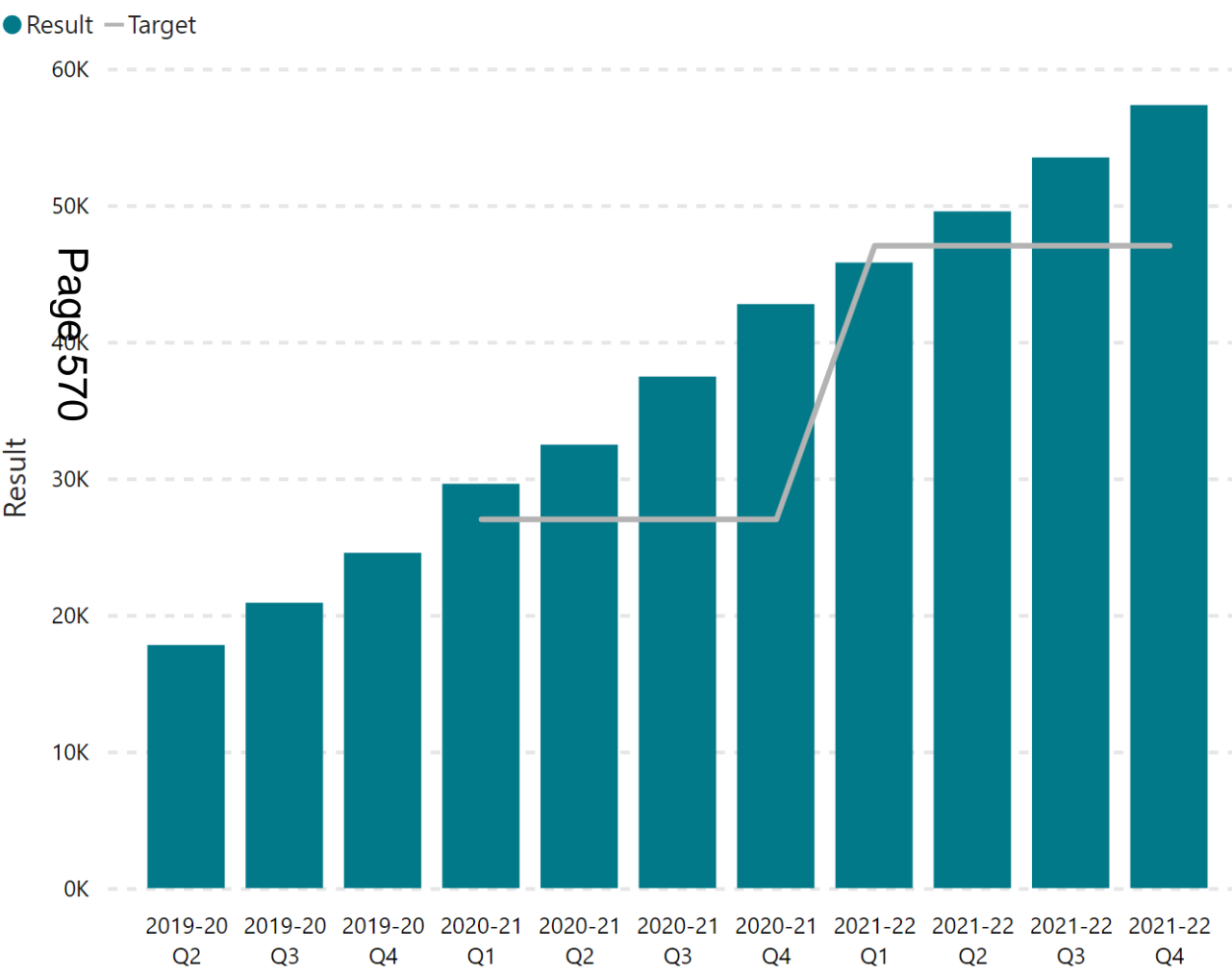
8.97K

### Year End Result



## The number of people registered with the Cardiff App

### Performance by Quarter



Latest Result

**57329**

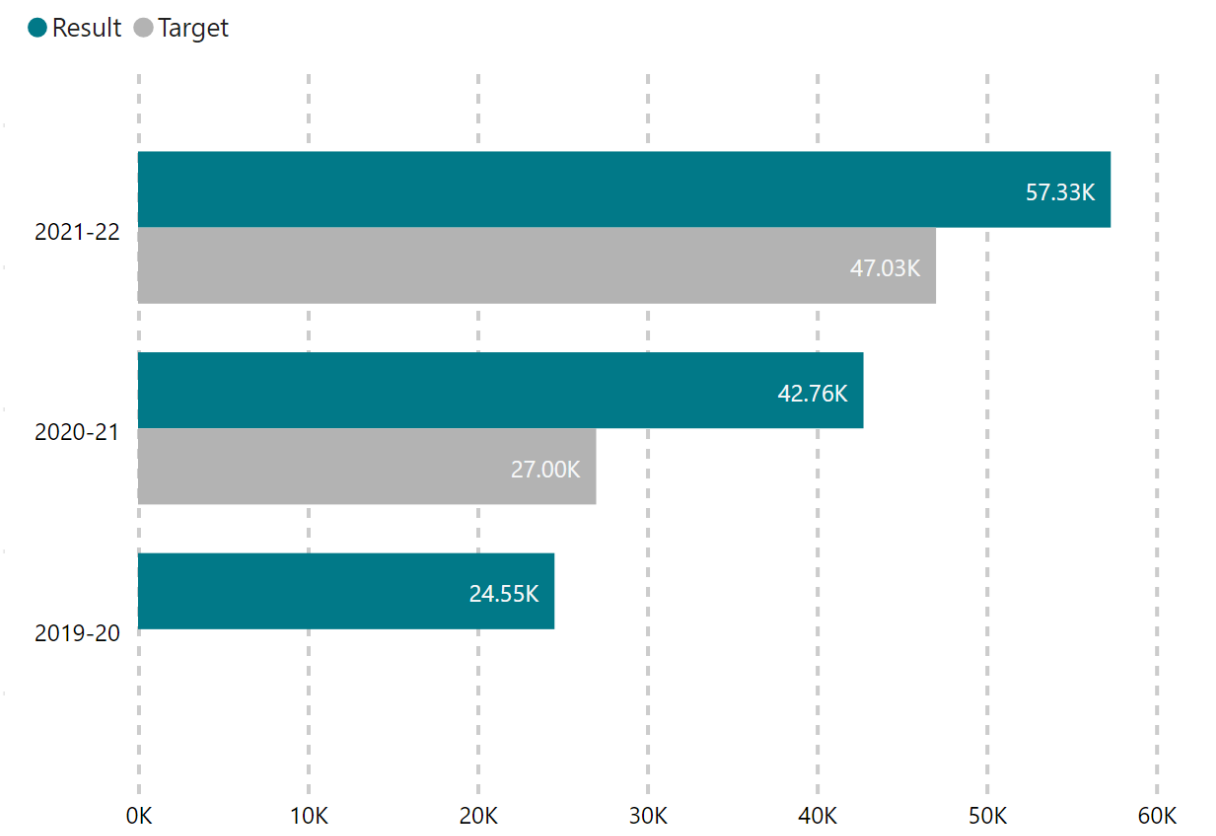
Current Year Target

**47032**

Latest Performance: RAG vs Target

57.33K / 47.03K

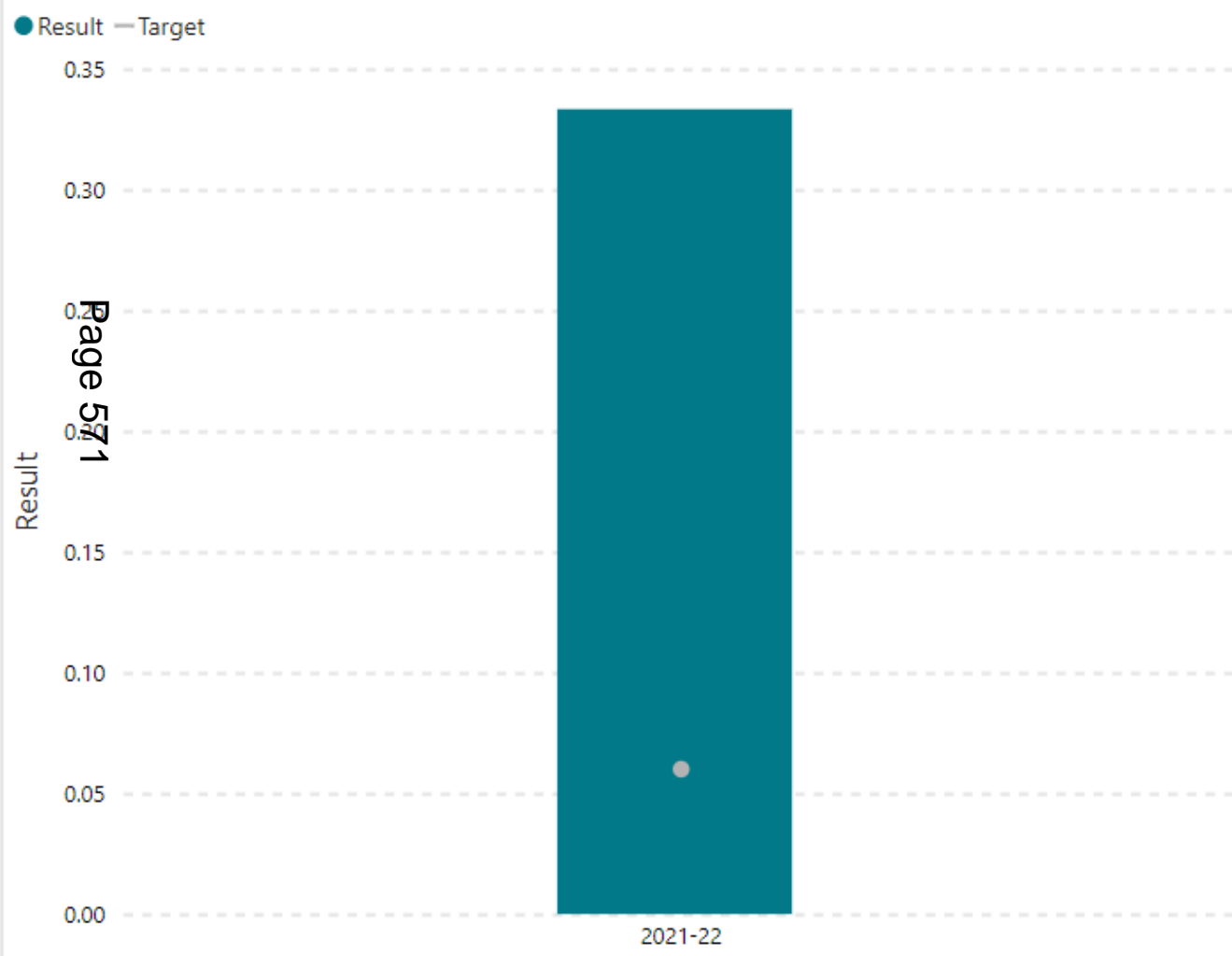
### Year End Result



# Modernising and integrating our public services

## The percentage reduction in the carbon footprint

Performance by Quarter

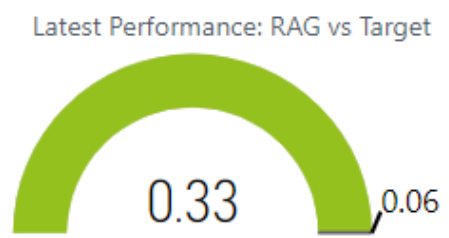


Latest Result

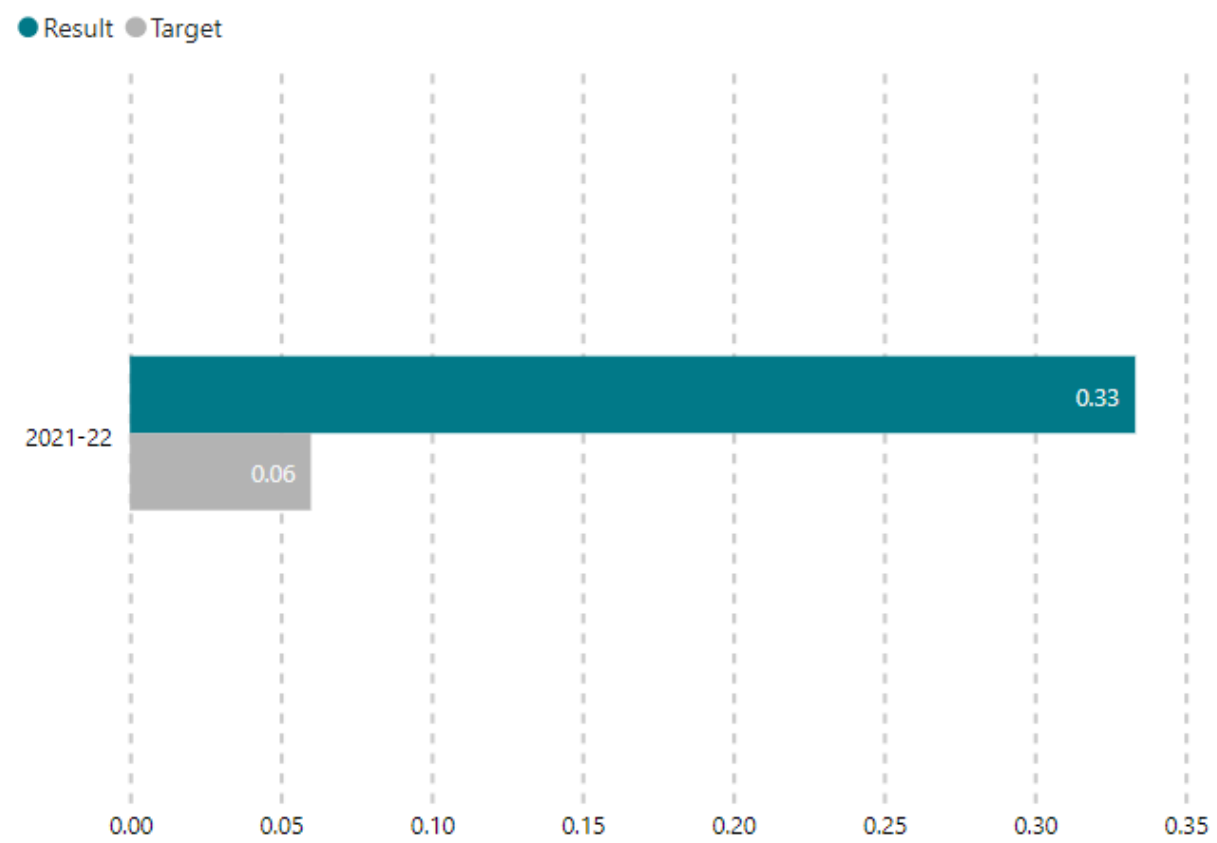
**33.33%**

Current Year Target

**6.00%**



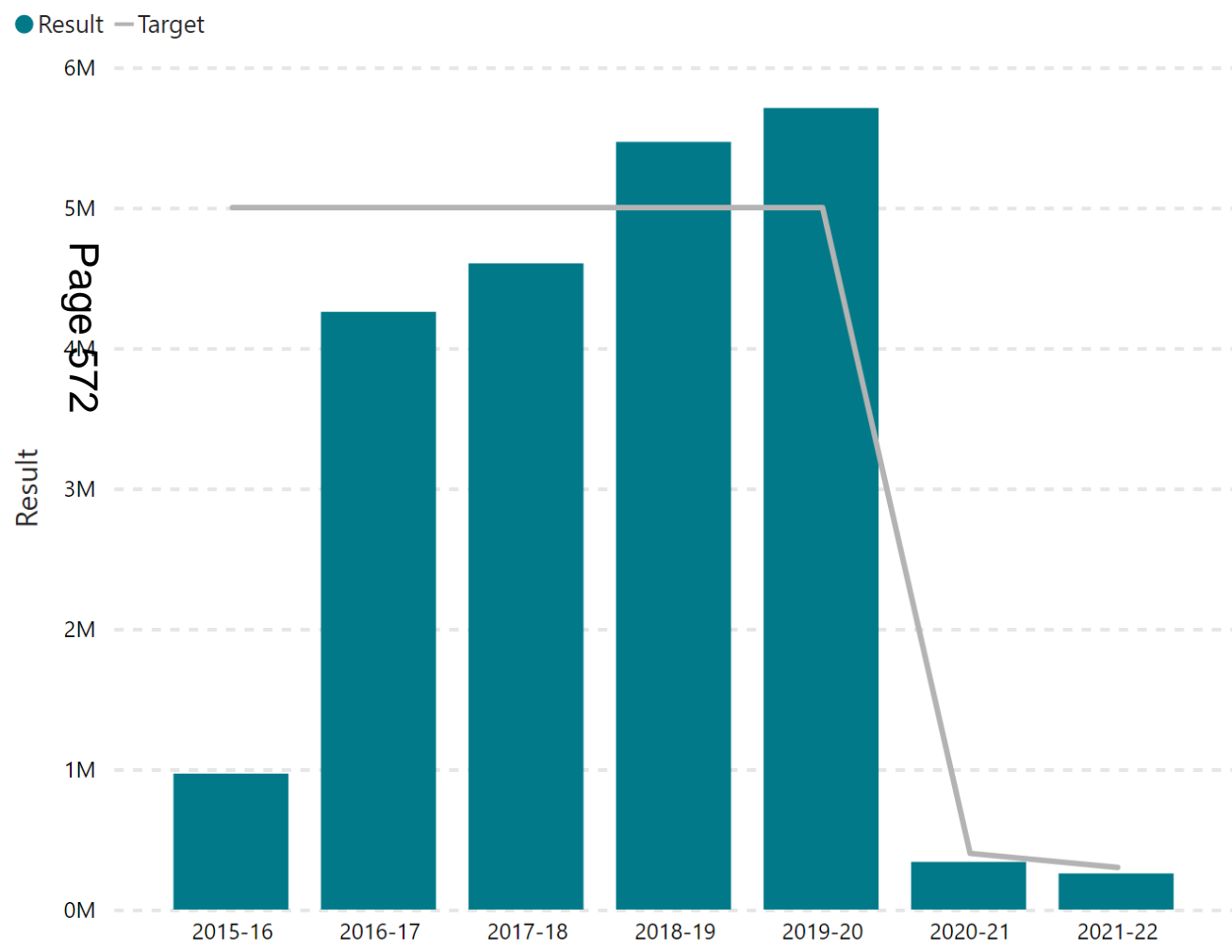
Year End Result



# Modernising and integrating our public services

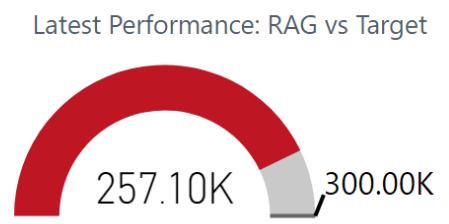
Reduce the total running cost of occupied operational buildings.

Performance by Quarter

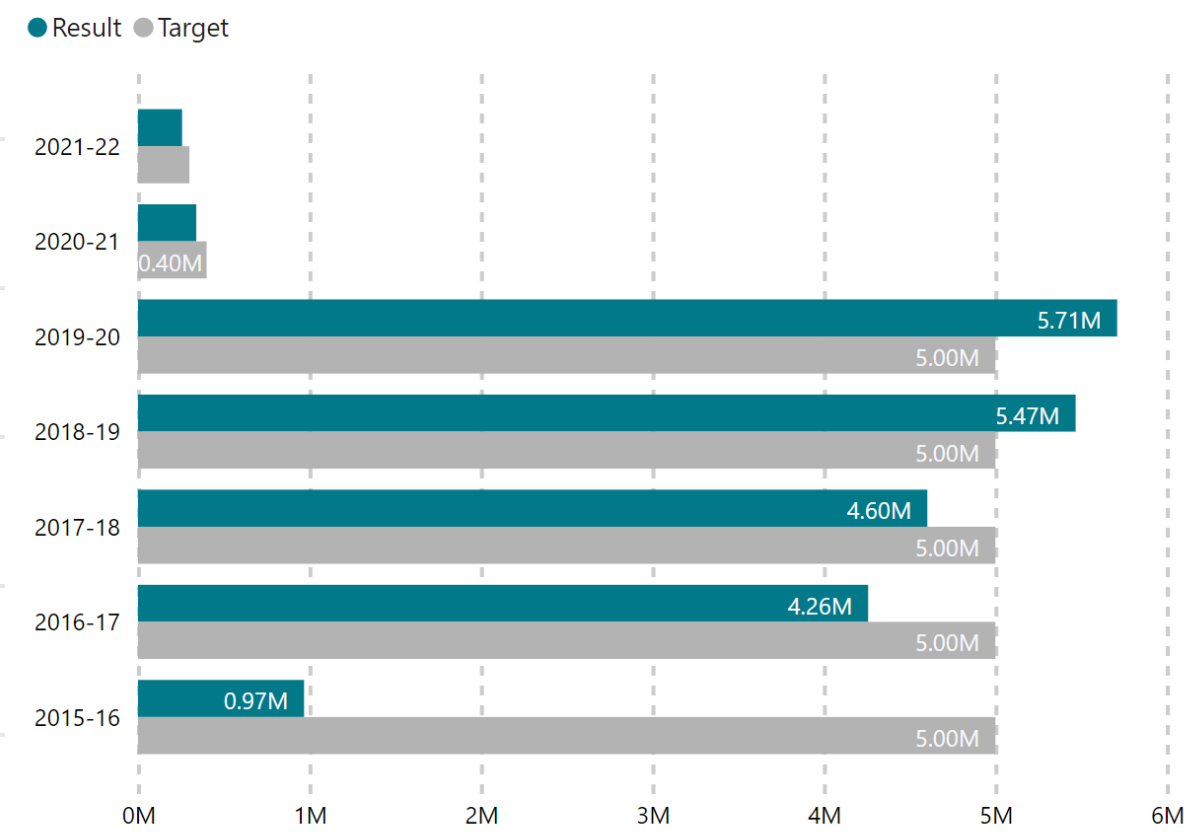


Latest Result  
**257098**

Current Year Target  
**300000**



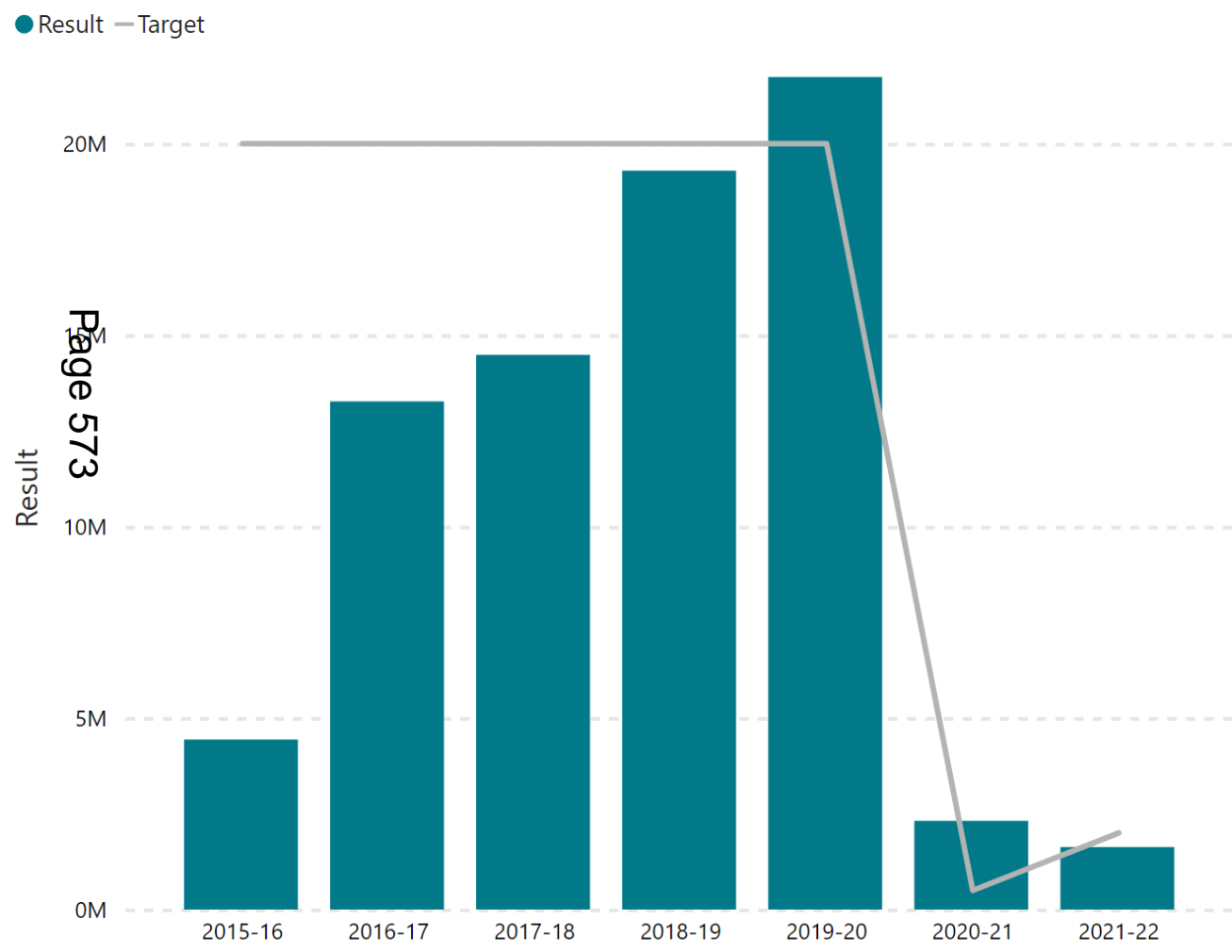
Year End Result



# Modernising and integrating our public services

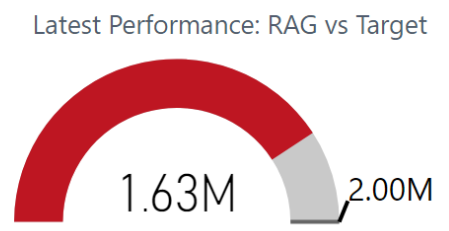
Reduce the maintenance backlog.

Performance by Quarter

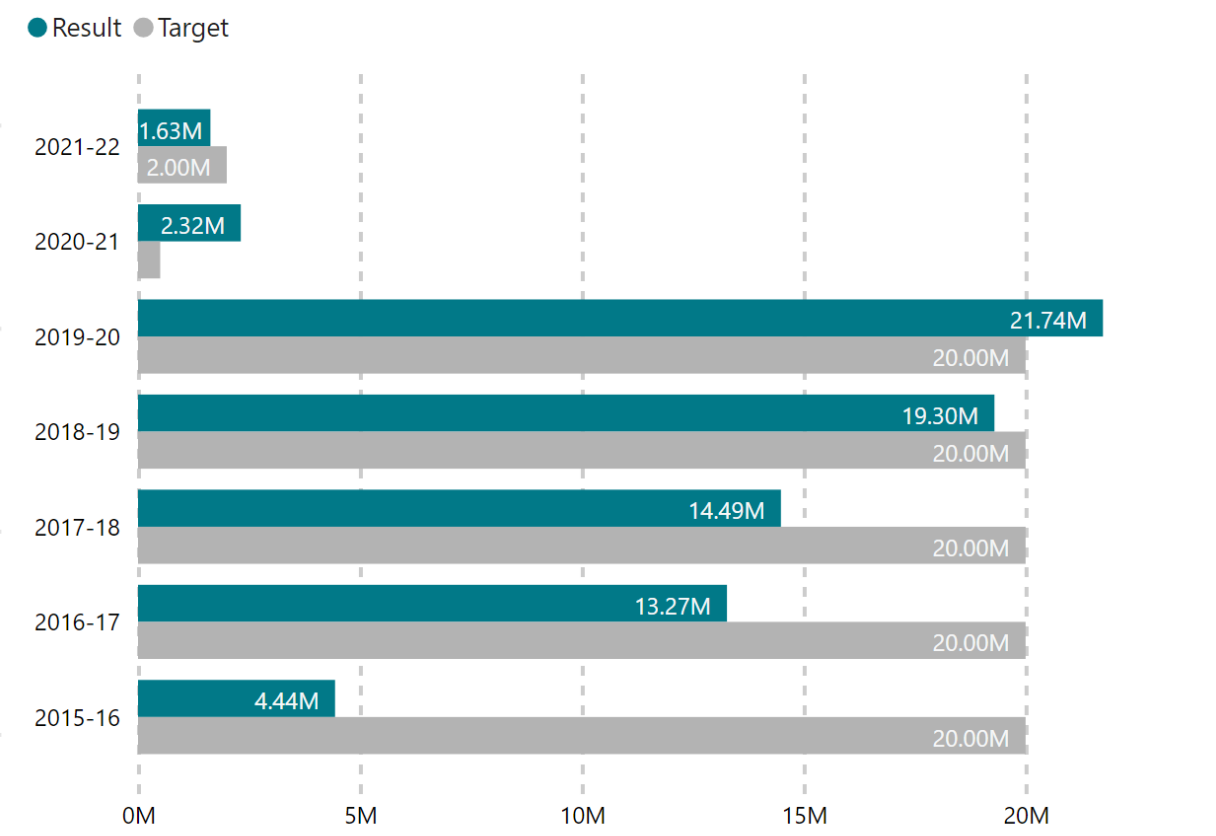


Latest Result  
**1631910**

Current Year Target  
**2000000**

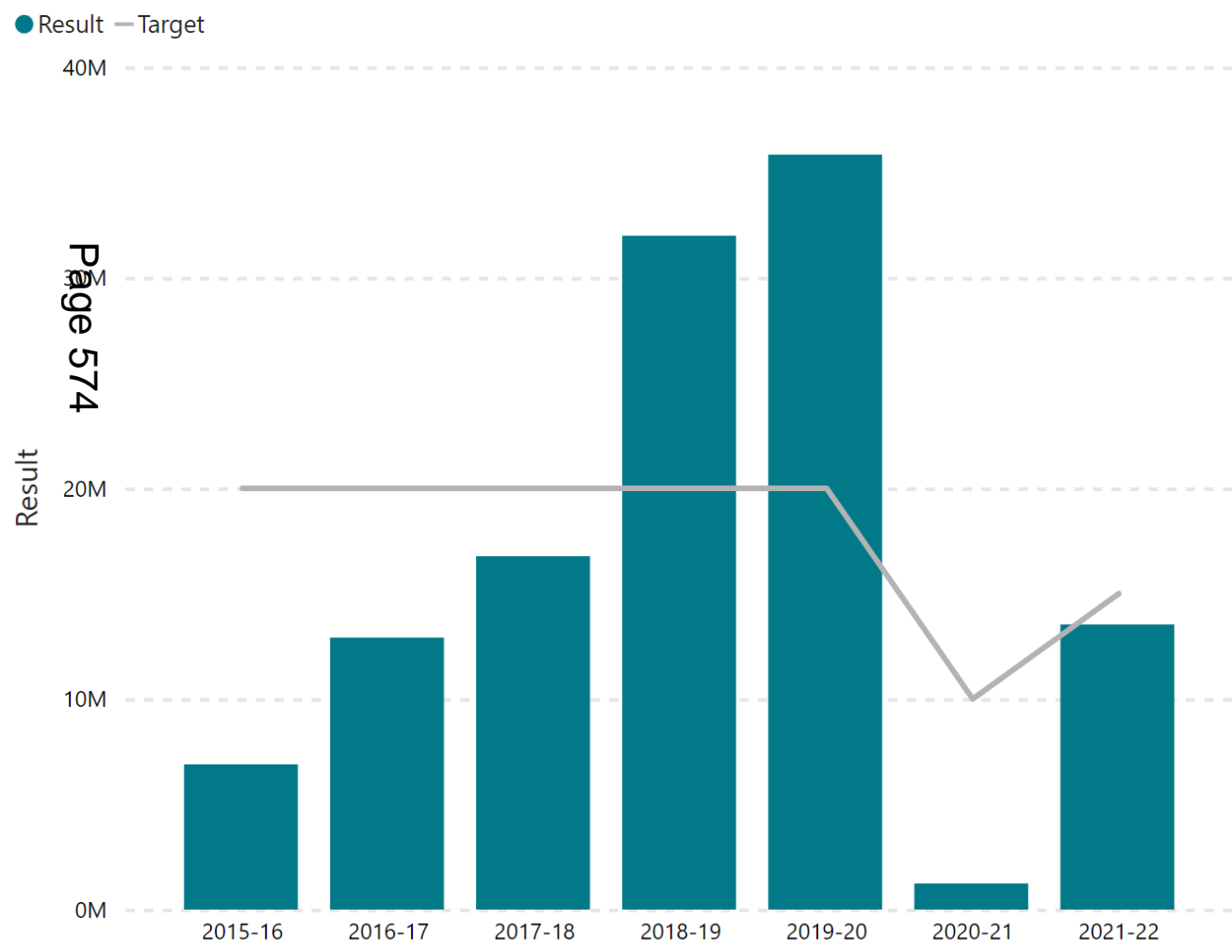


Year End Result



## Capital income generated.

### Performance by Quarter

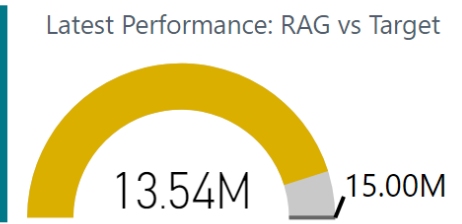


Latest Result

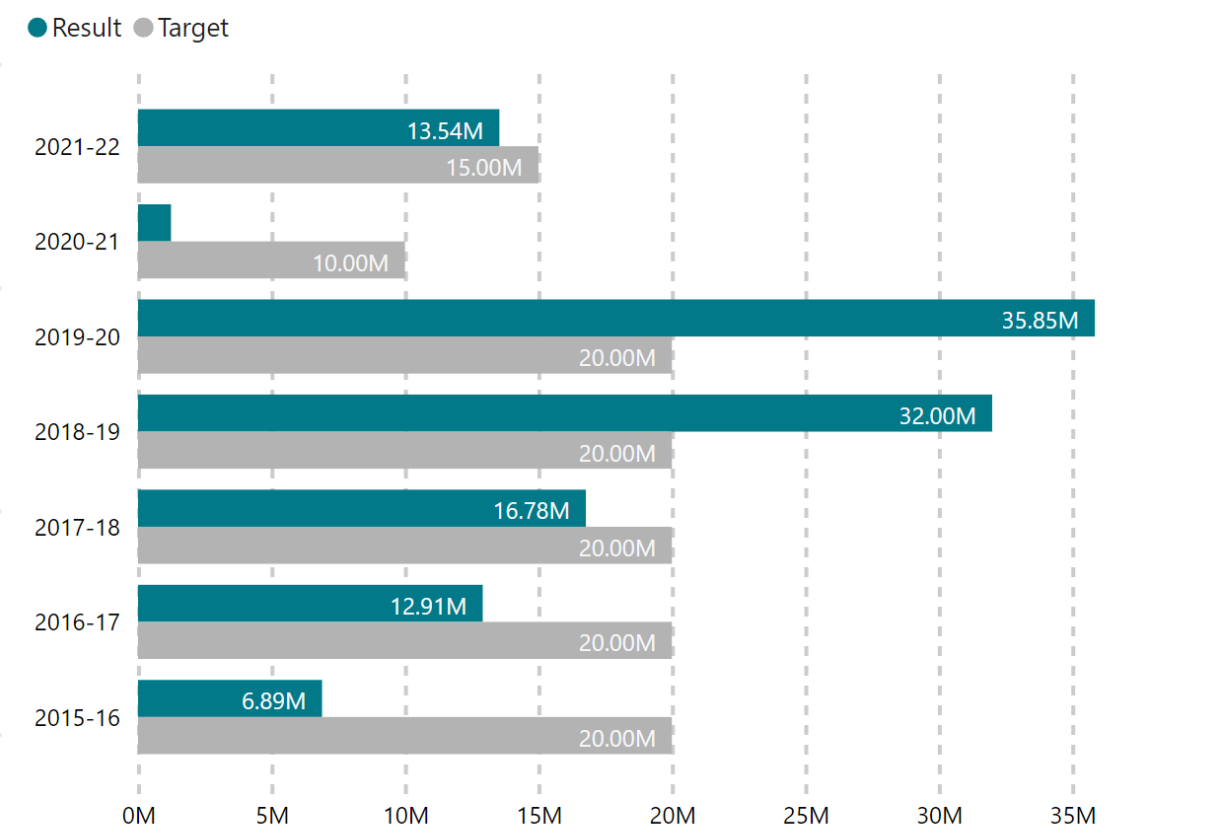
**13538297**

Current Year Target

**15000000**



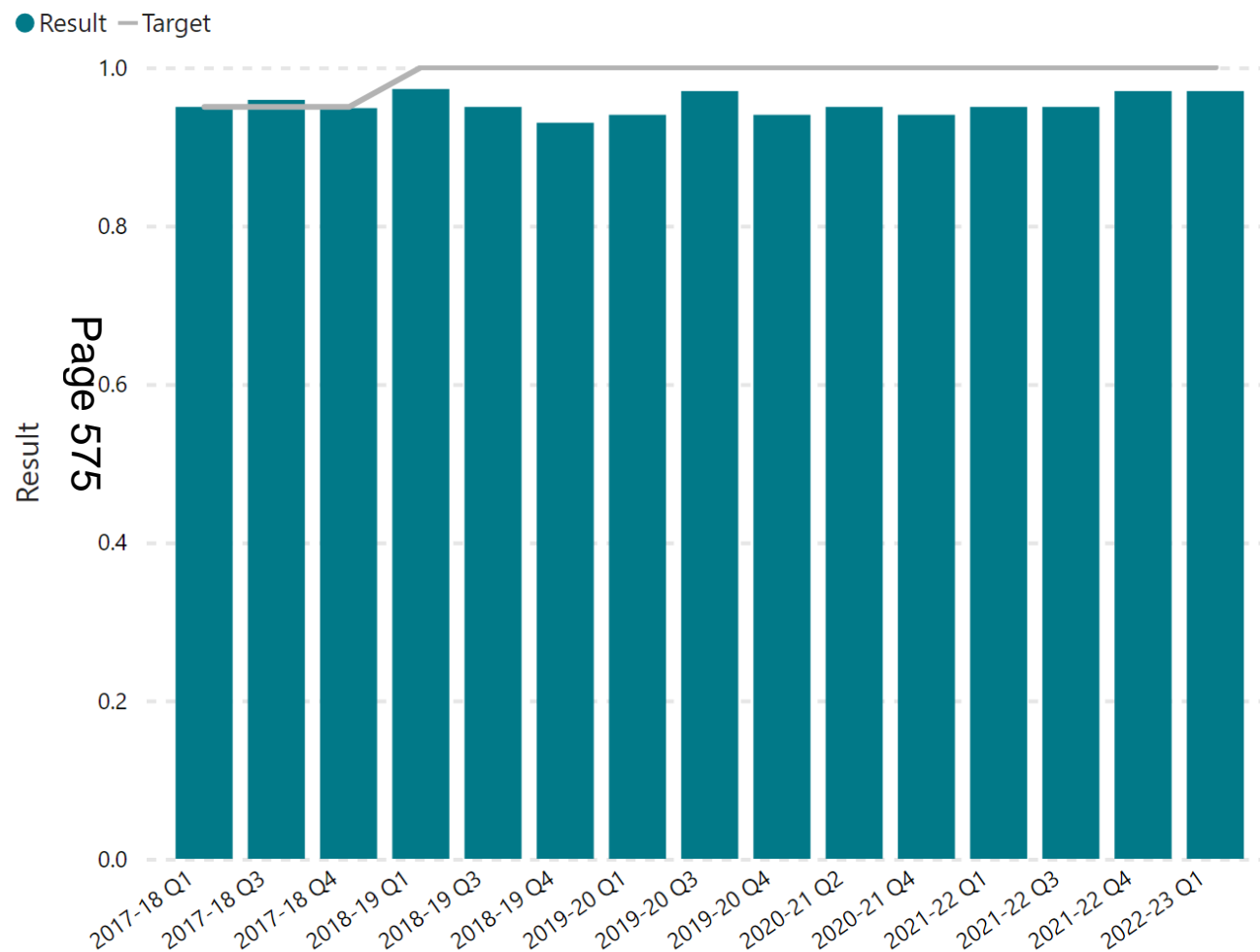
### Year End Result



# Modernising and integrating our public services

The percentage of staff that have completed a Personal Review (excluding school staff)

### Performance by Quarter



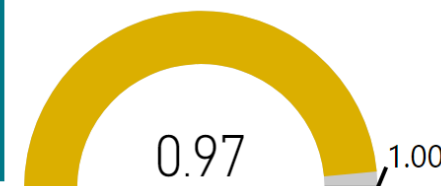
Latest Result

97.00%

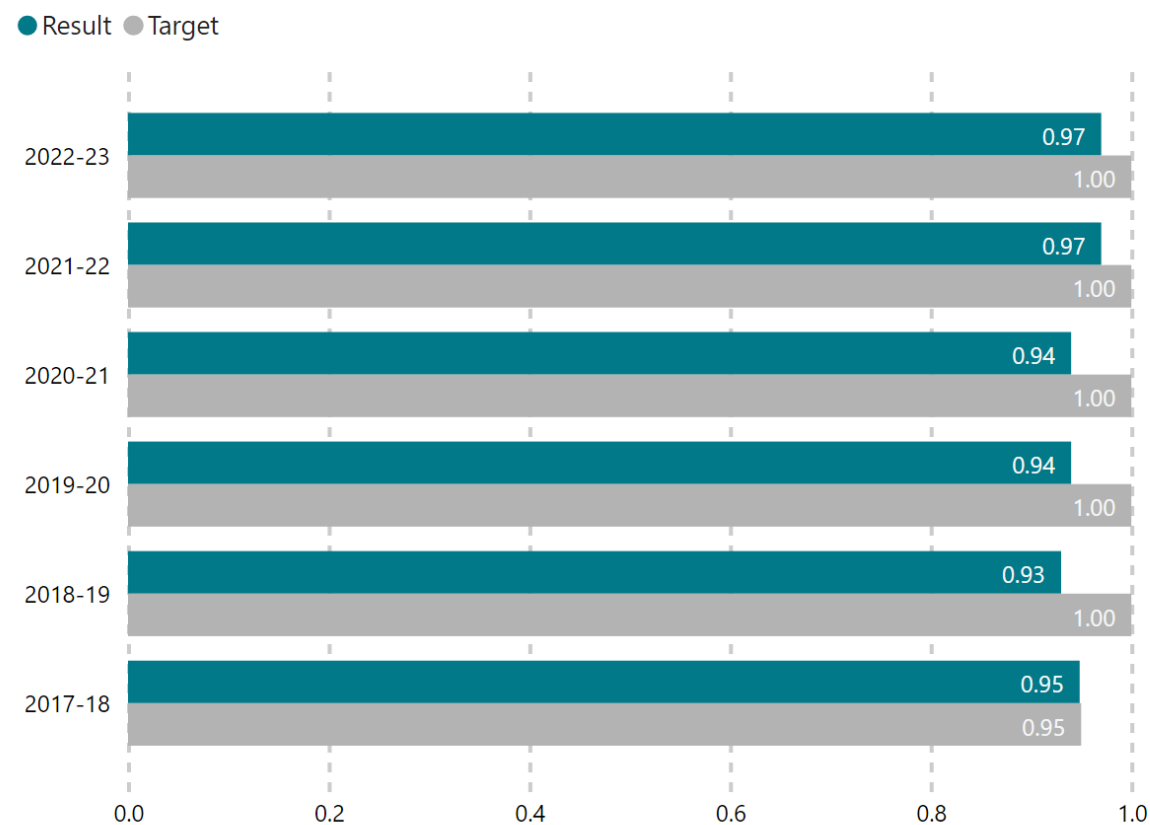
Current Year Target

100.00%

Latest Performance: RAG vs Target



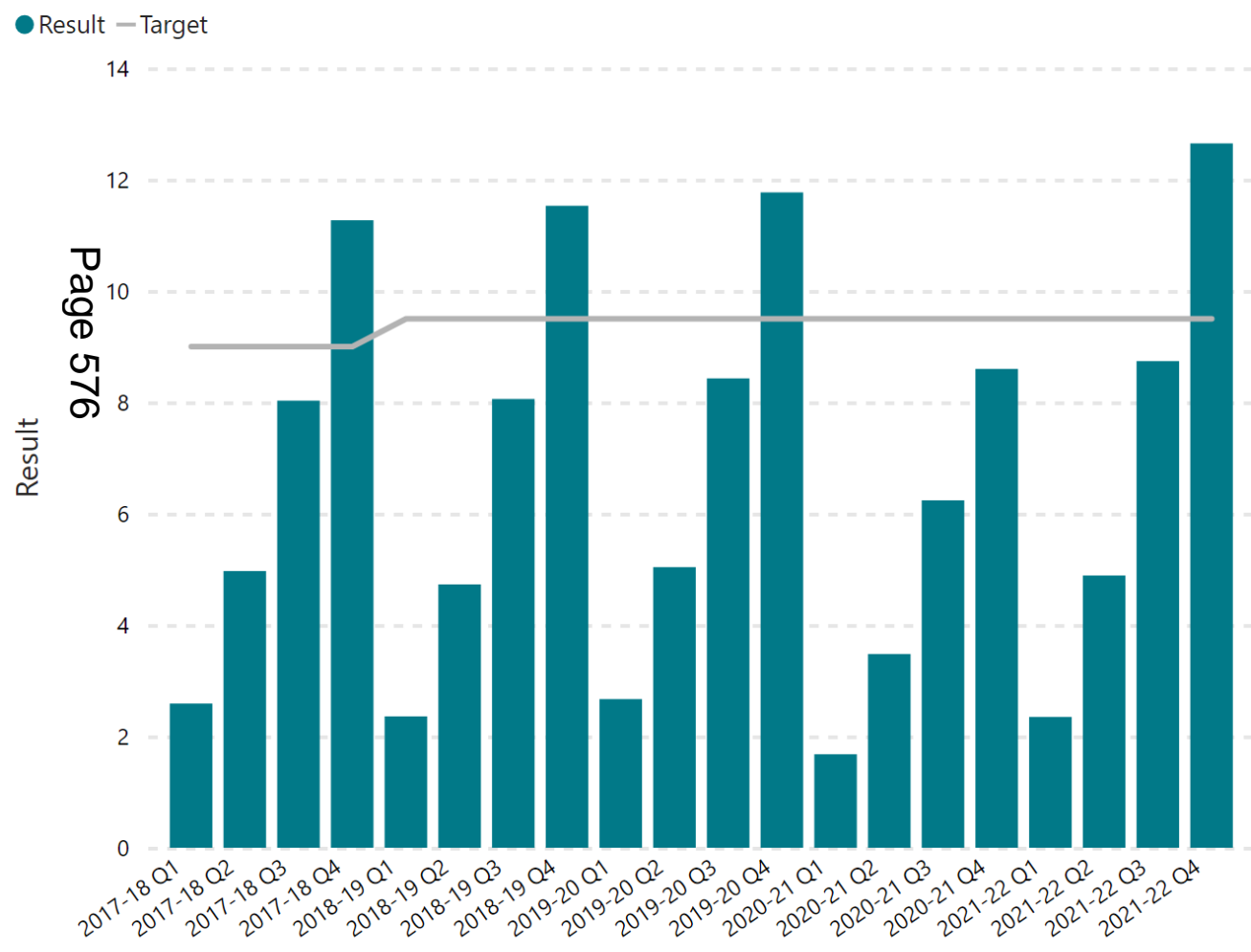
Year End Result



# Modernising and integrating our public services

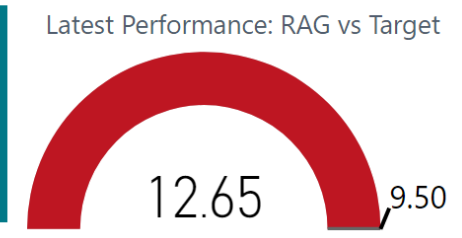
The number of working days/shifts per full-time equivalent (FTE) Local Authority employee lost due to sickness absence.

Performance by Quarter

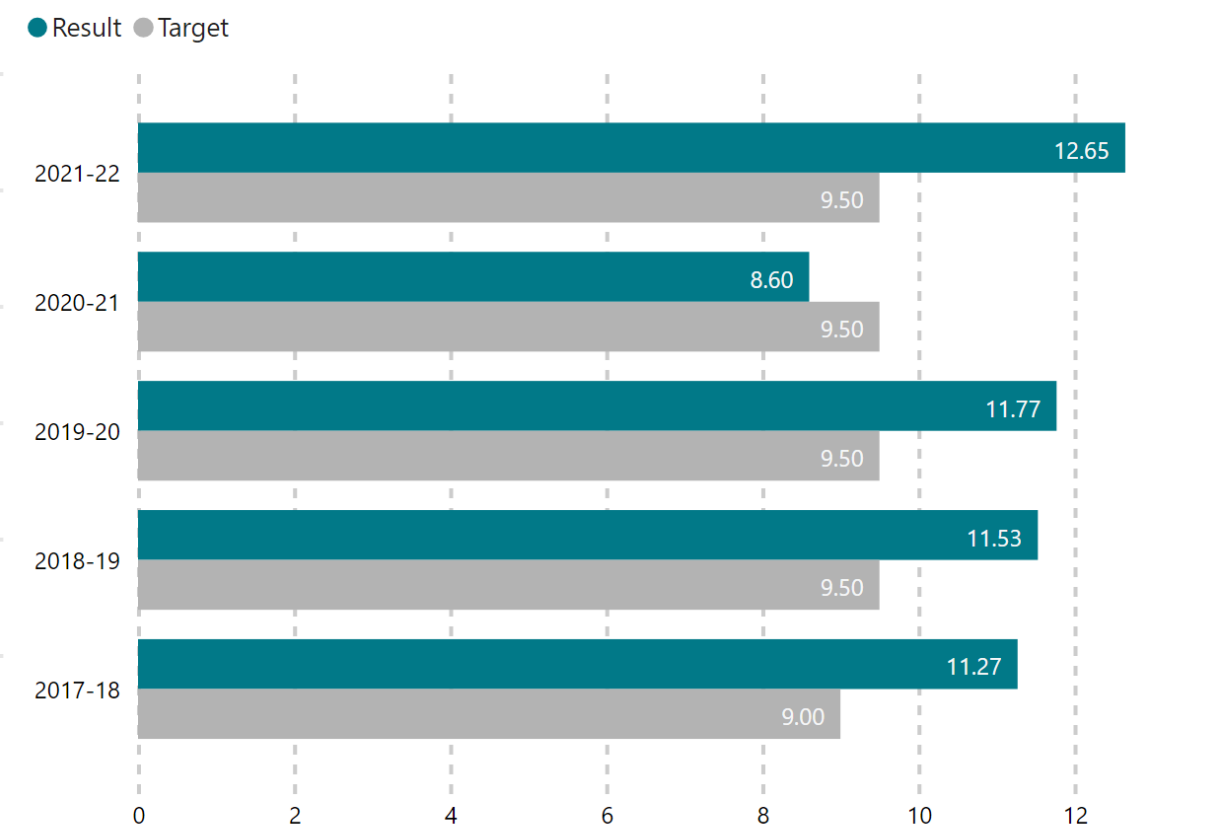


Latest Result  
**12.65**

Current Year Target  
**9.5**



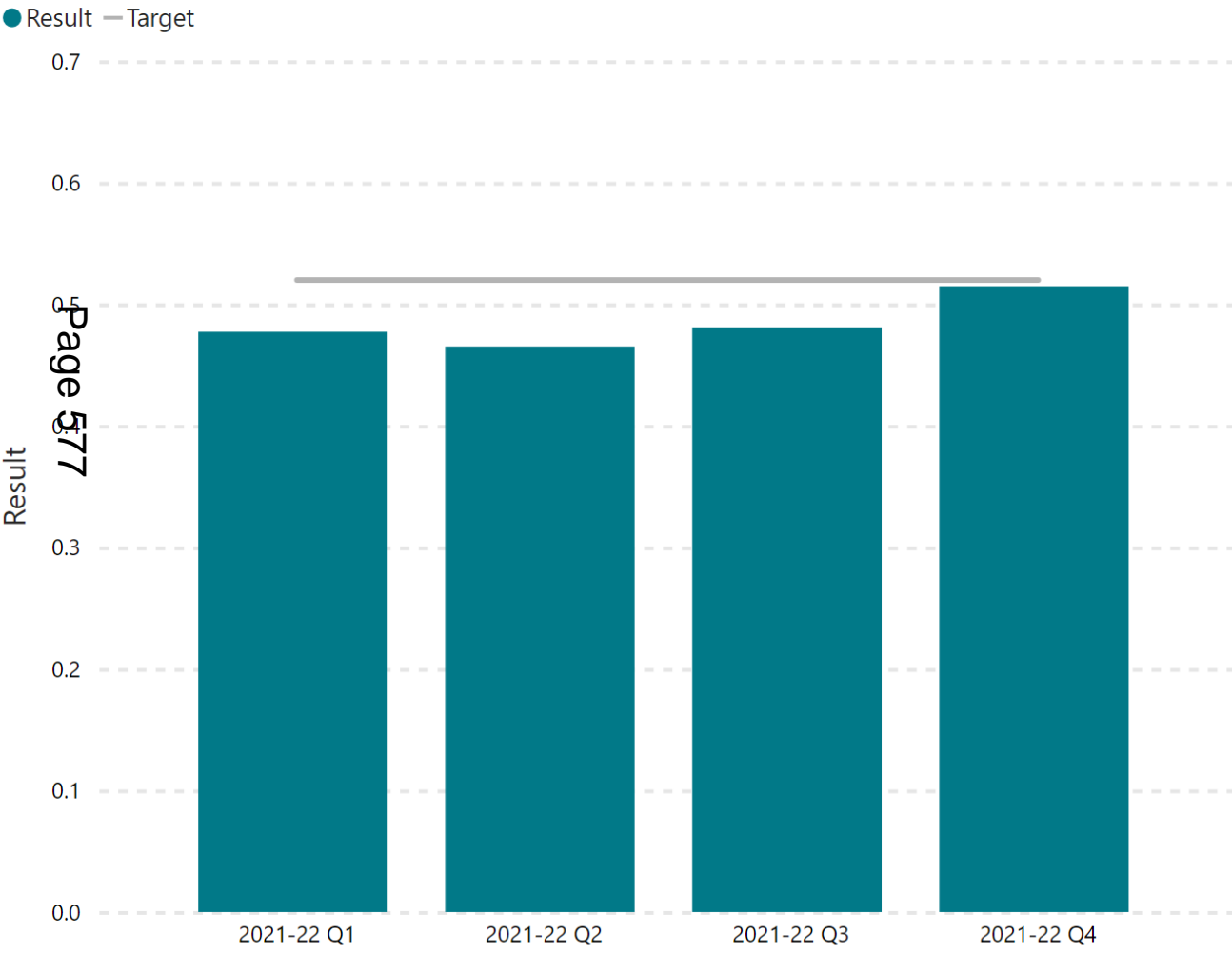
Year End Result





## The percentage of overall spend with Cardiff-based organisations

### Performance by Quarter

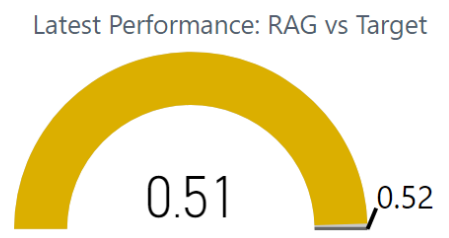


Latest Result

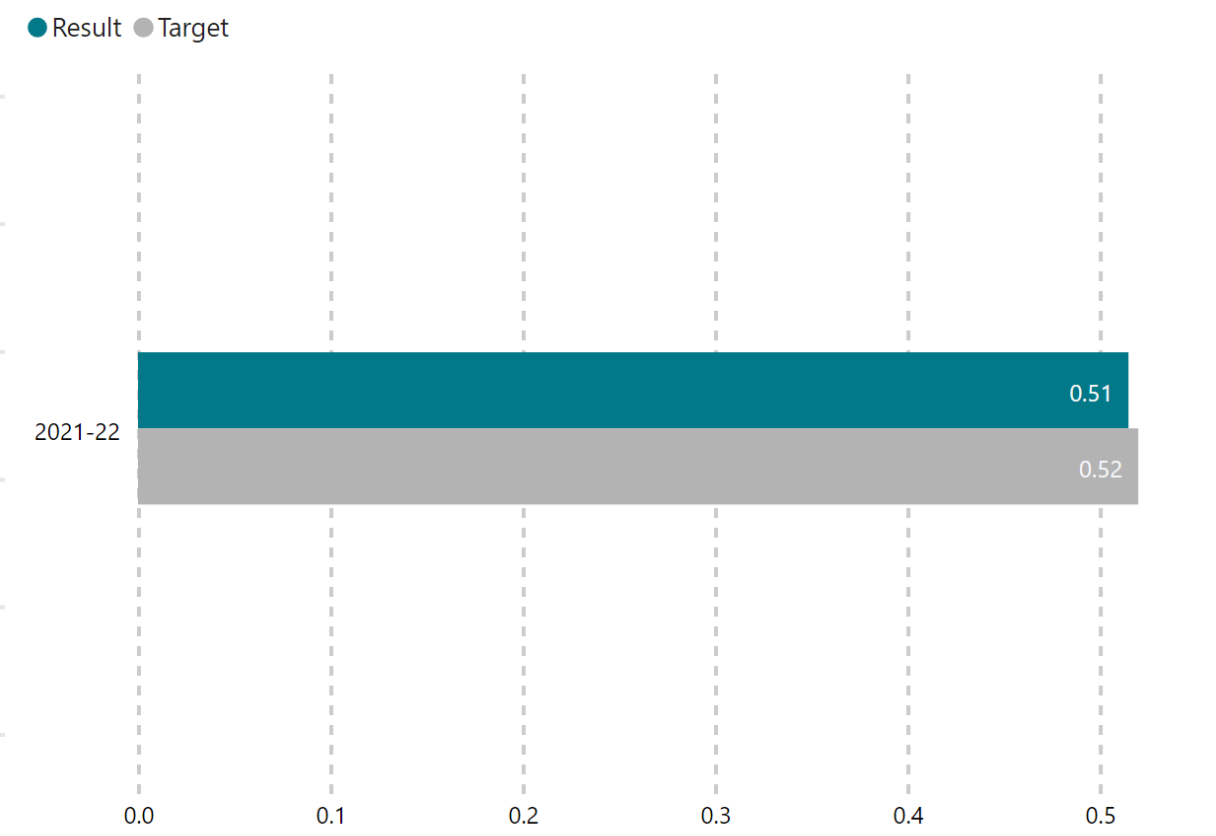
**51.49%**

Current Year Target

**52.00%**

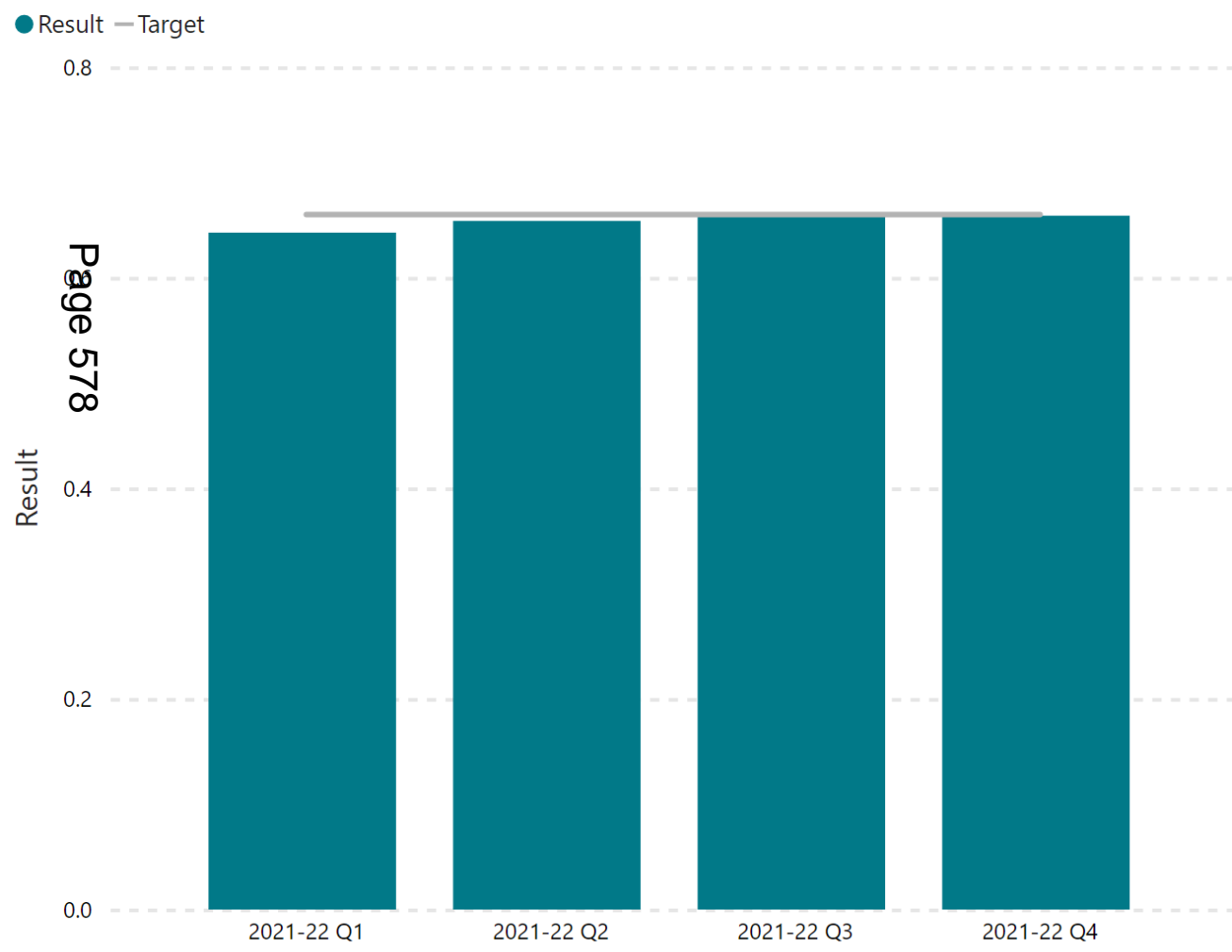


### Year End Result



## The percentage of overall spend with Cardiff Capital Region-based organisations

Performance by Quarter



Latest Result

**65.90%**

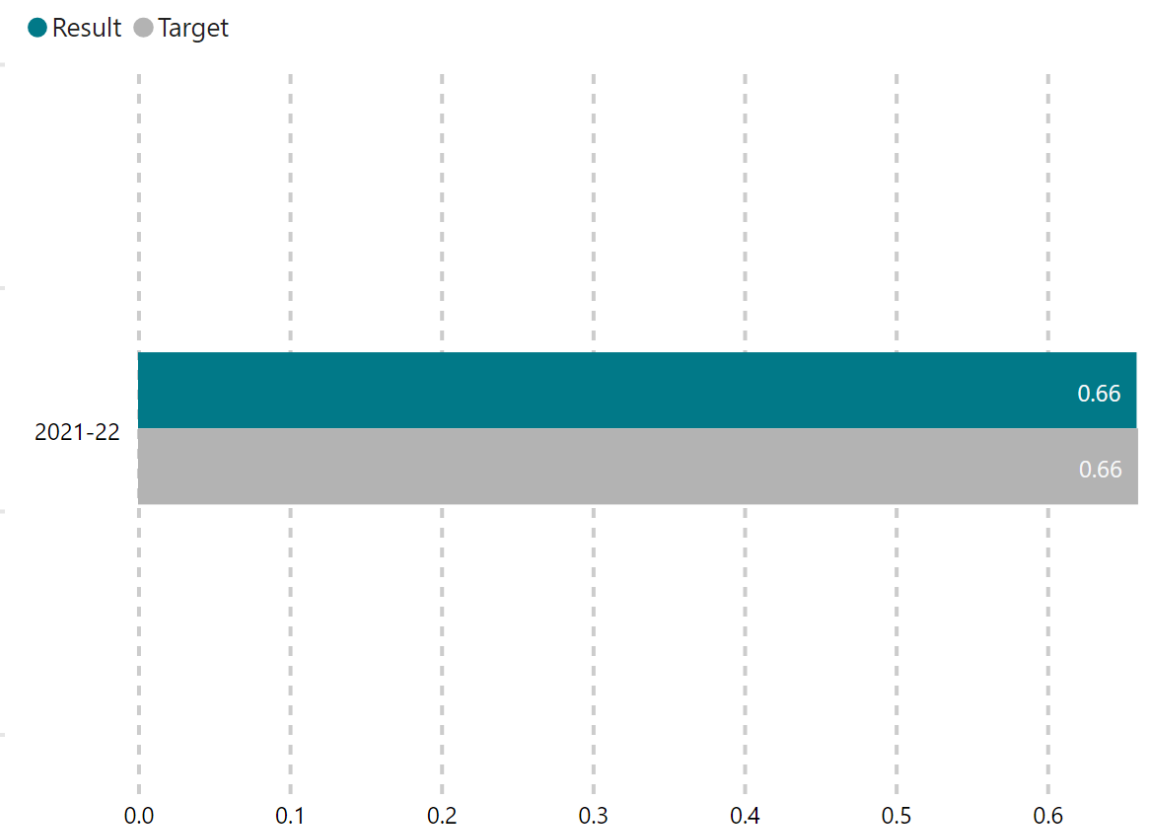
Current Year Target

**66.00%**

Latest Performance: RAG vs Target

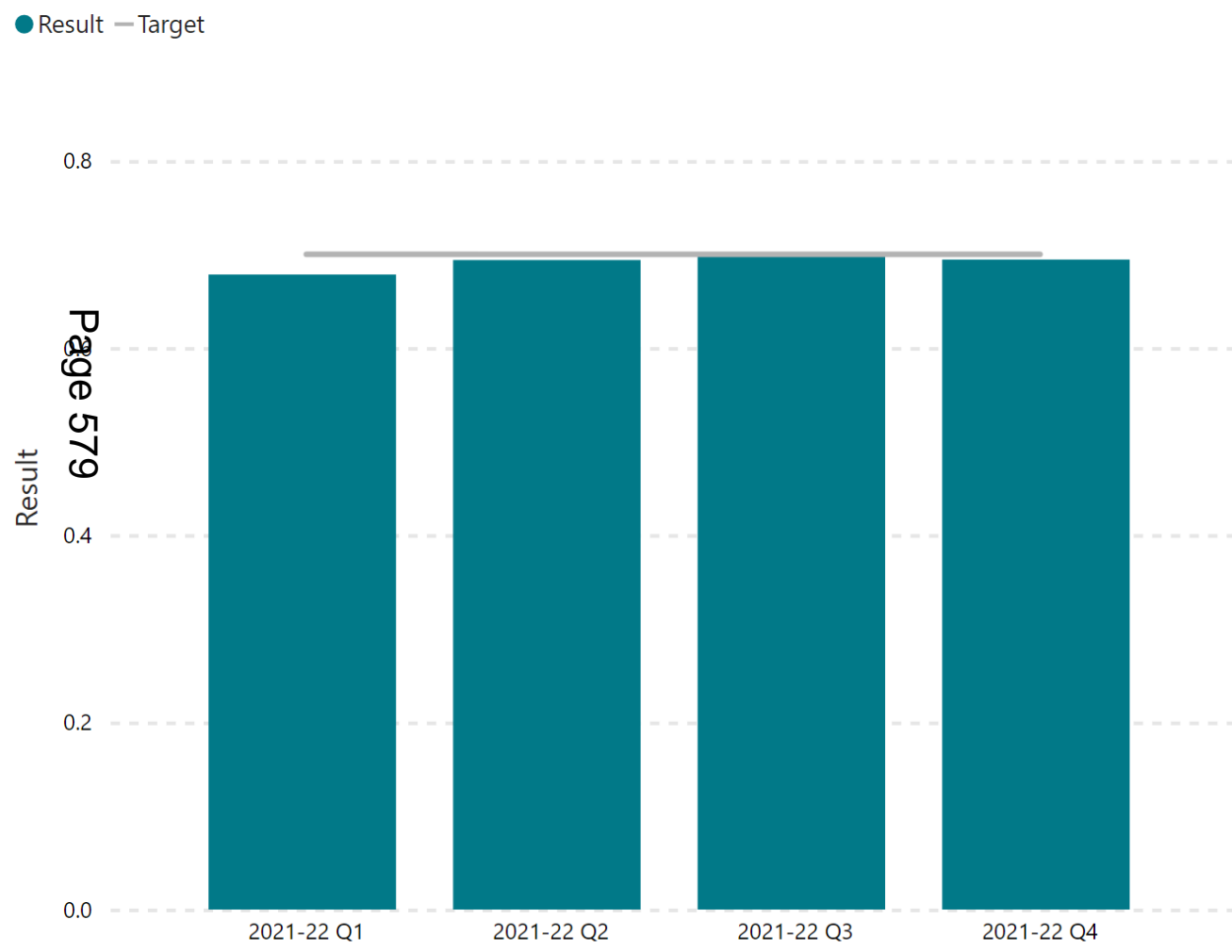
0.66

Year End Result



## The percentage of overall spend with Welsh-based organisations

### Performance by Quarter

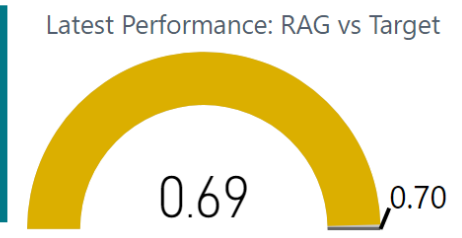


Latest Result

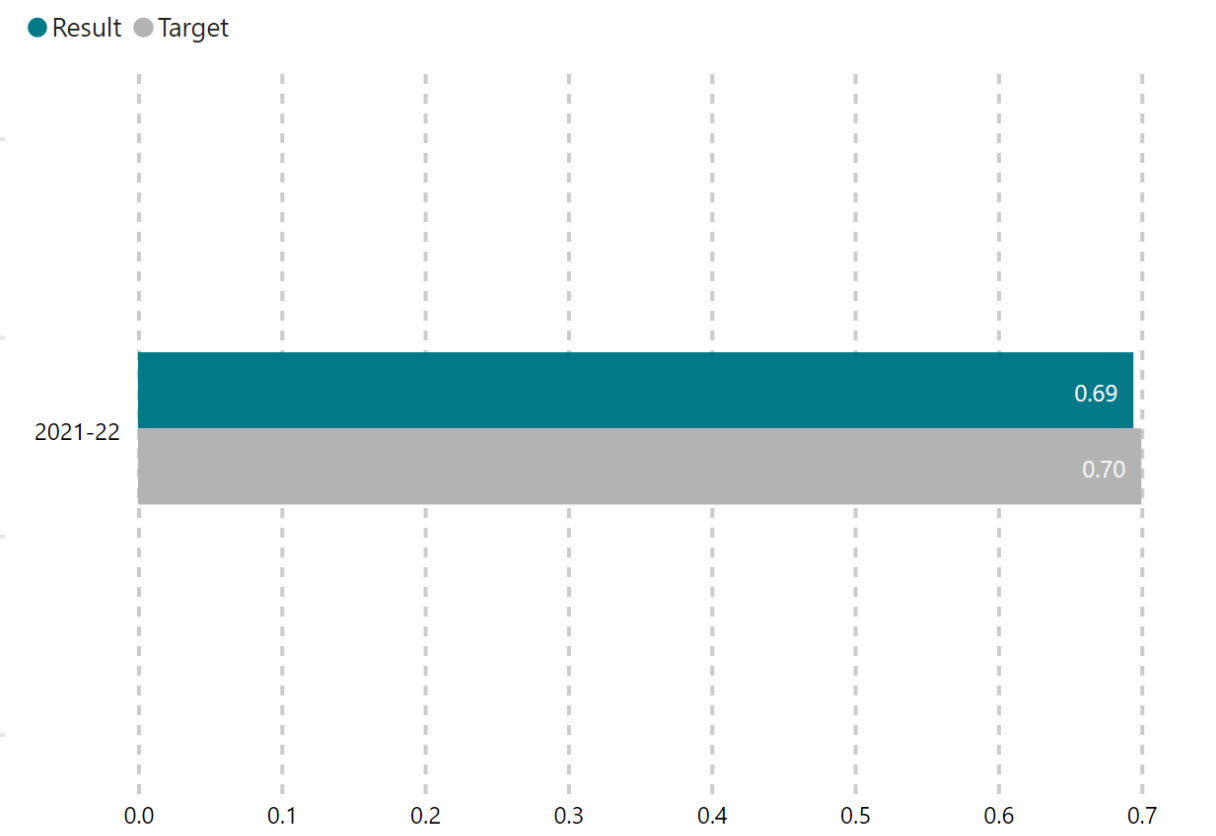
**69.45%**

Current Year Target

**70.00%**

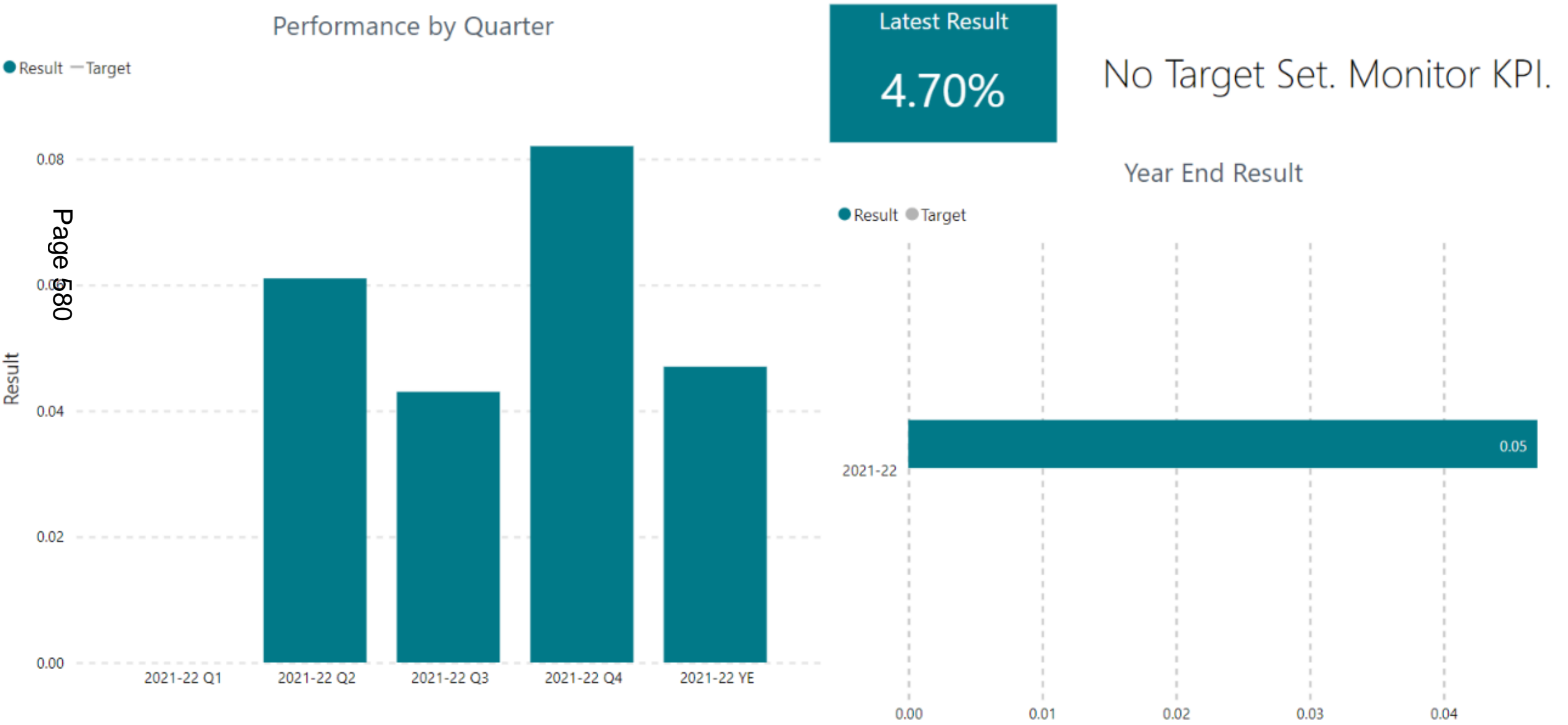


### Year End Result



# Modernising and integrating our public services

The percentage of new contracts which include social value commitments

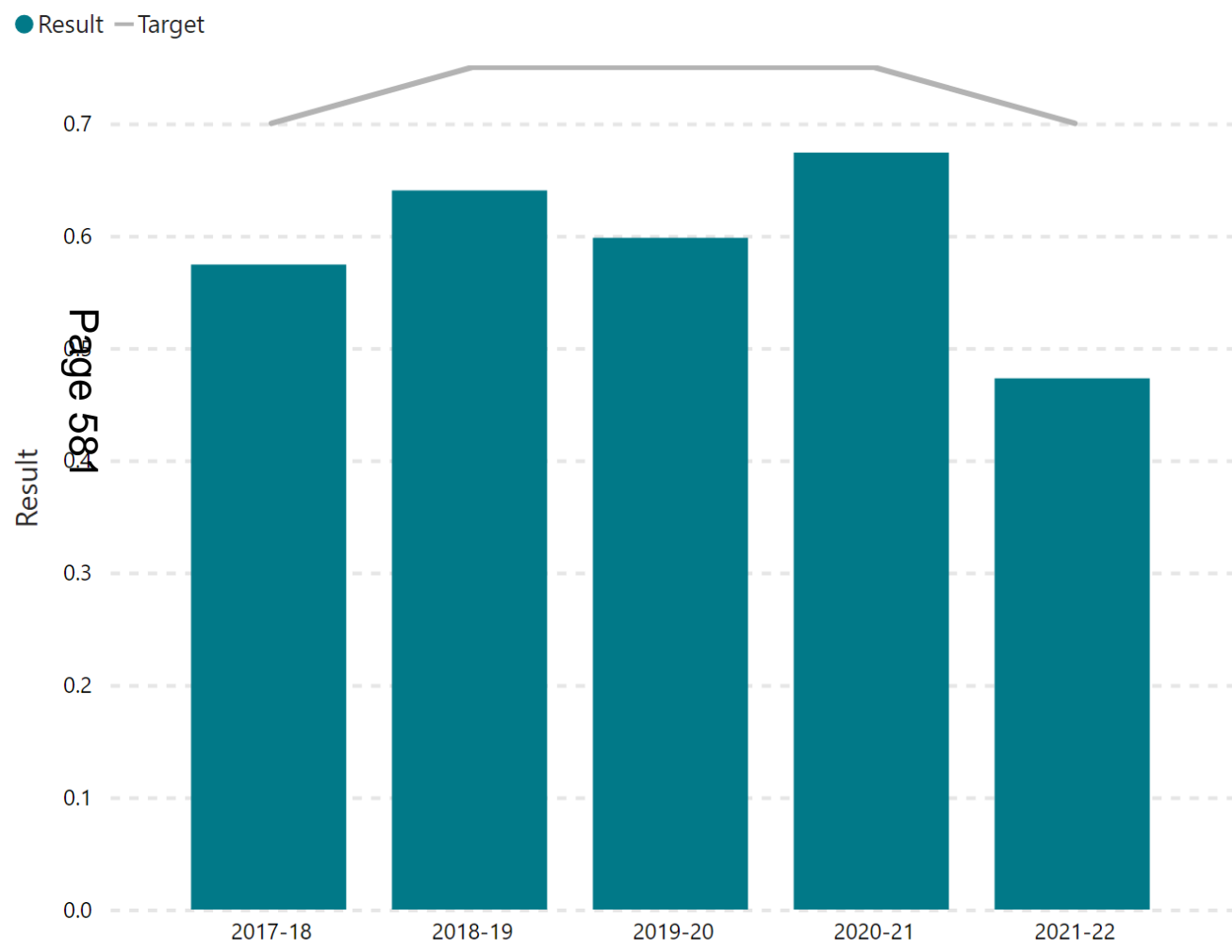


Page 680

# Modernising and integrating our public services

Maintaining customer/citizen satisfaction with Council services.

### Performance by Quarter

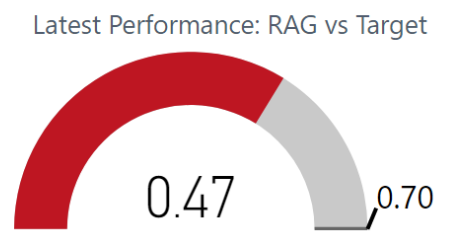


Latest Result

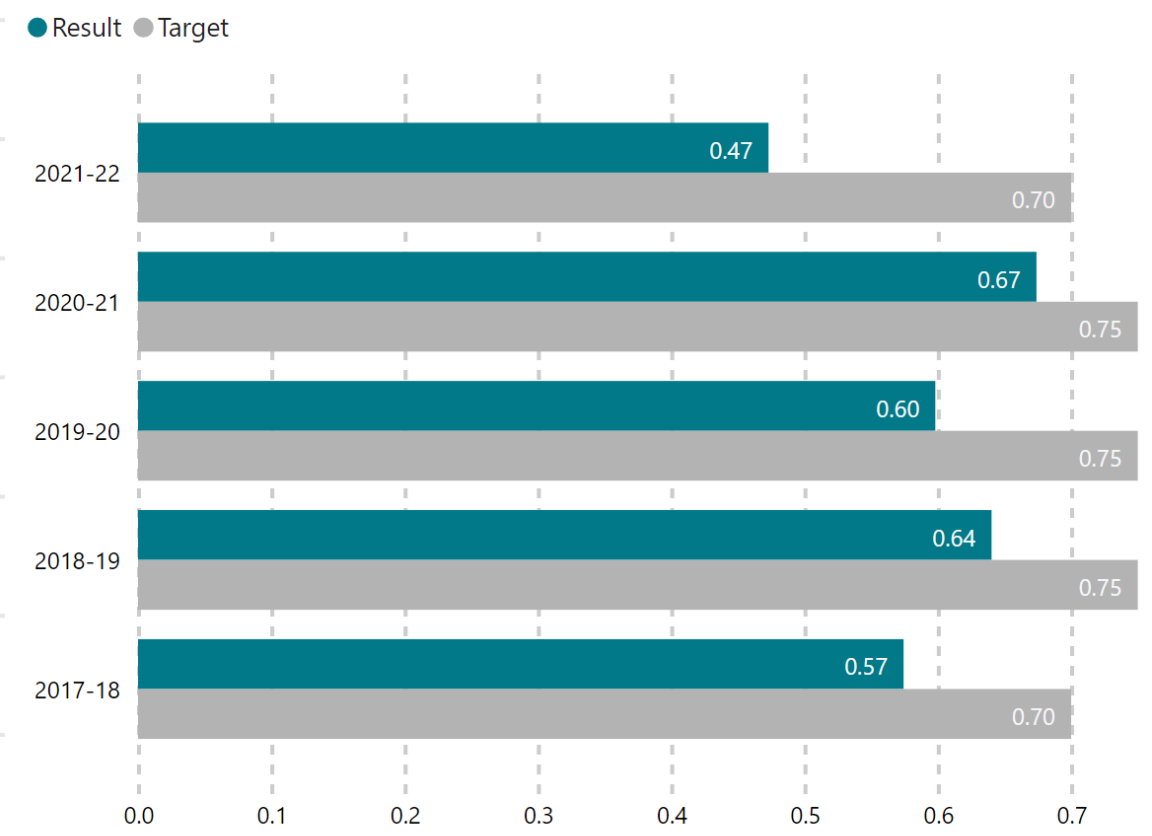
**47.30%**

Current Year Target

**70.00%**



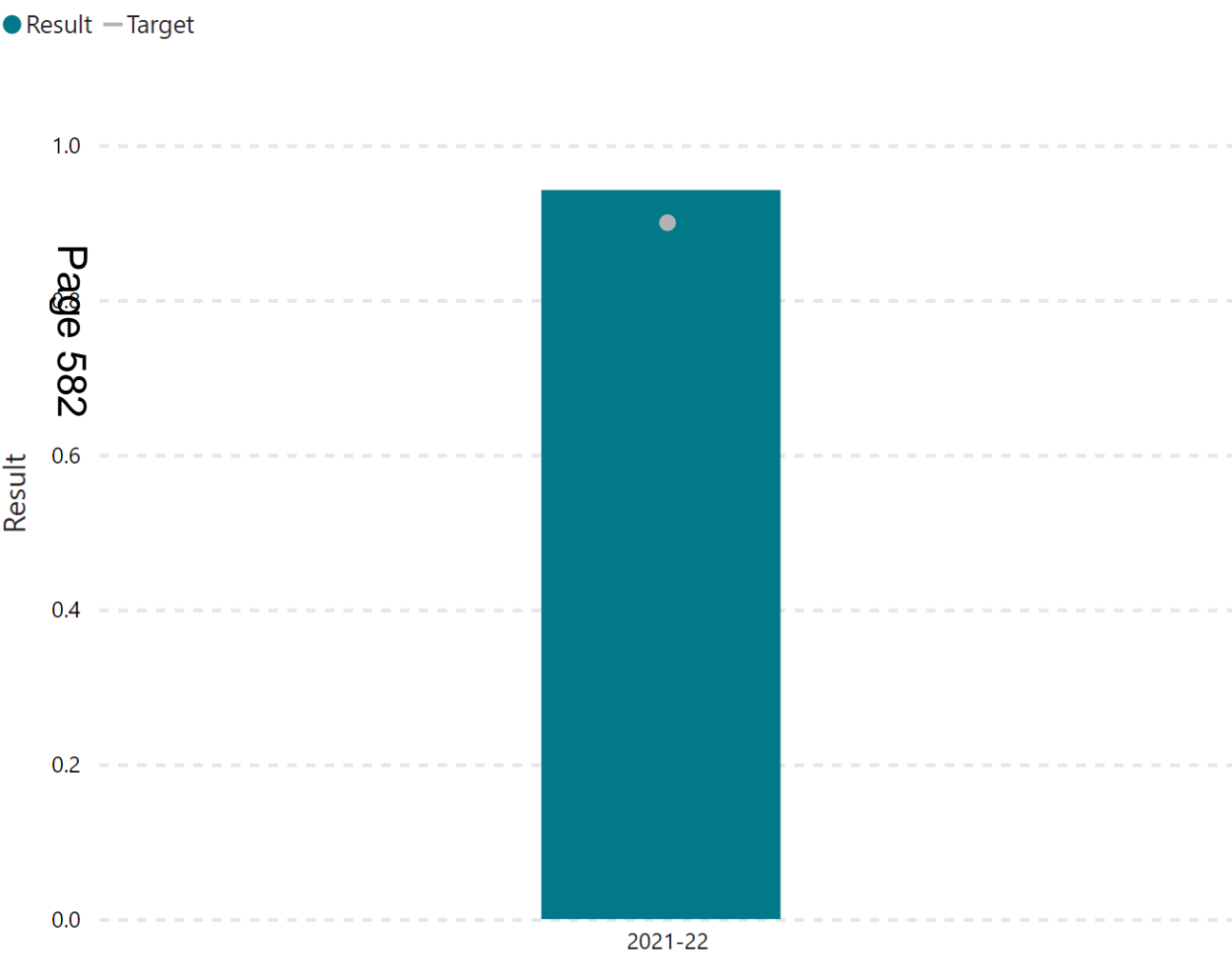
### Year End Result



# Modernising and integrating our public services

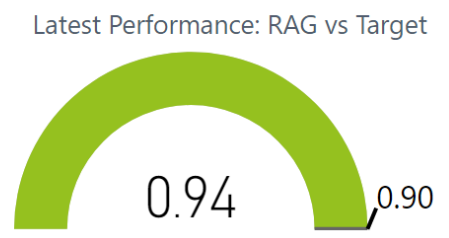
The percentage of canvass response (either via automatic verification or direct response)

Performance by Quarter

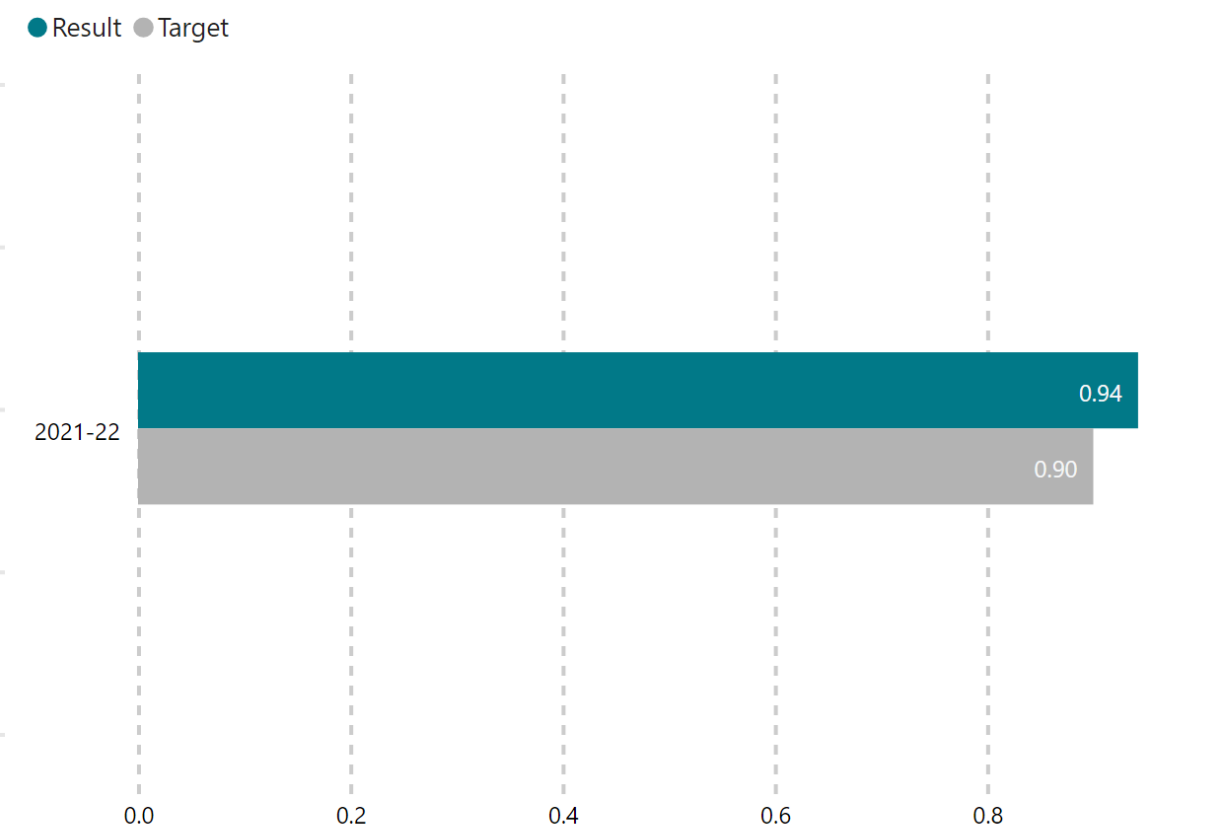


Latest Result  
**94.22%**

Current Year Target  
**90.00%**



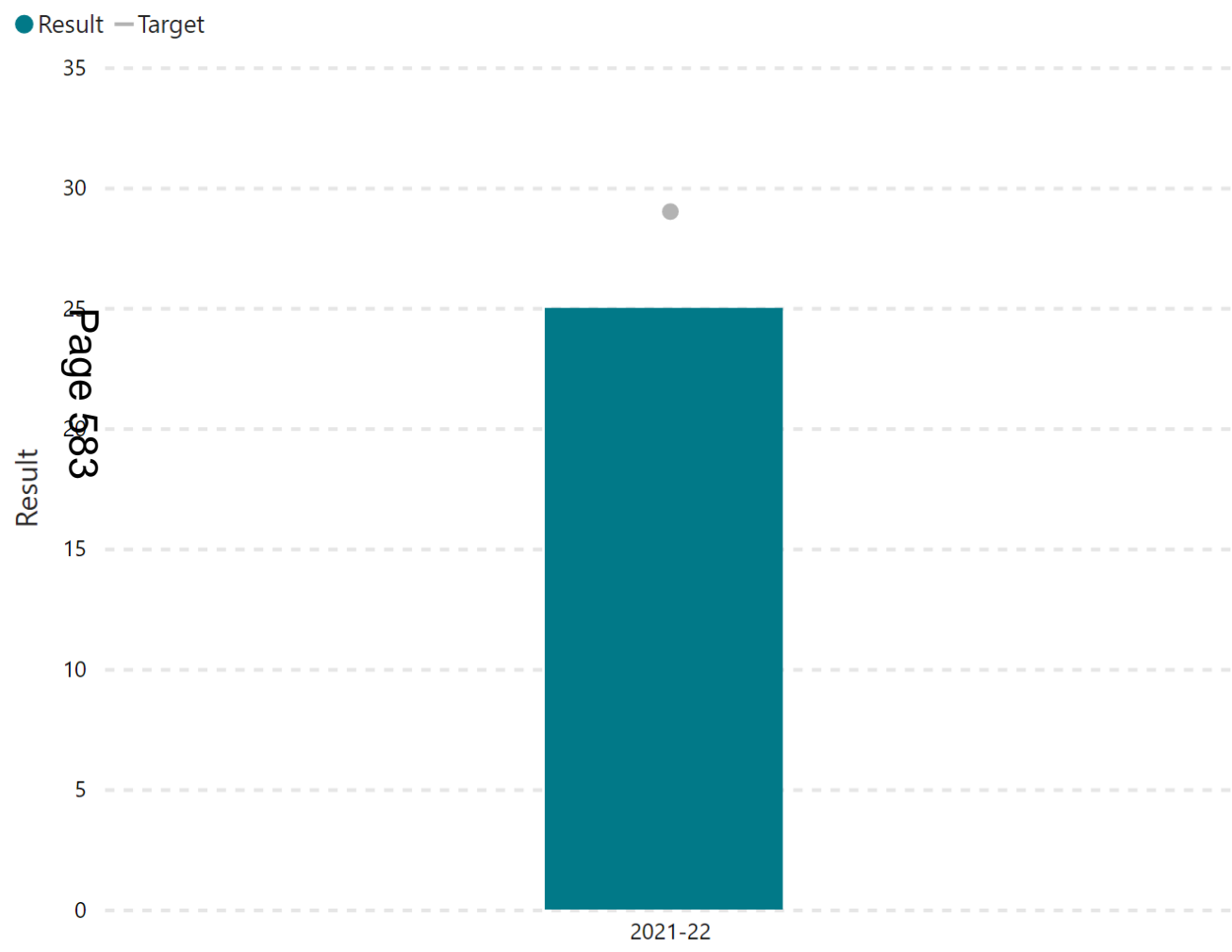
Year End Result



# Modernising and integrating our public services

The number of wards where the canvass response rate (either via automatic verification or direct response) percentage is over 90%

### Performance by Quarter

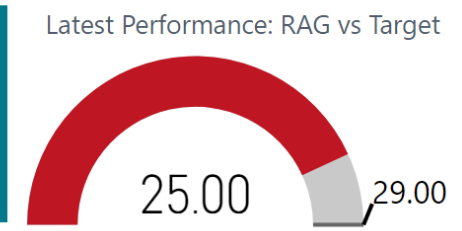


Latest Result

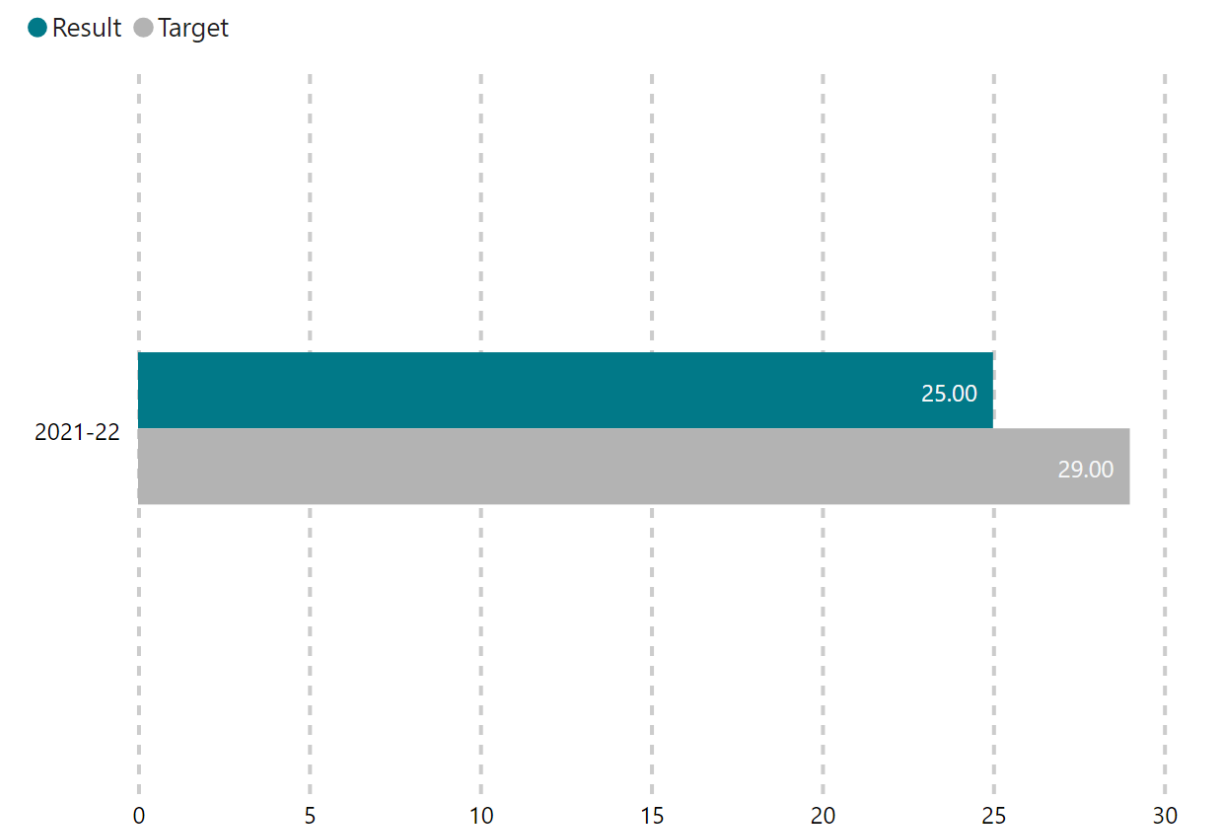
25

Current Year Target

29



### Year End Result



# Managing the Covid-19 Pandemic

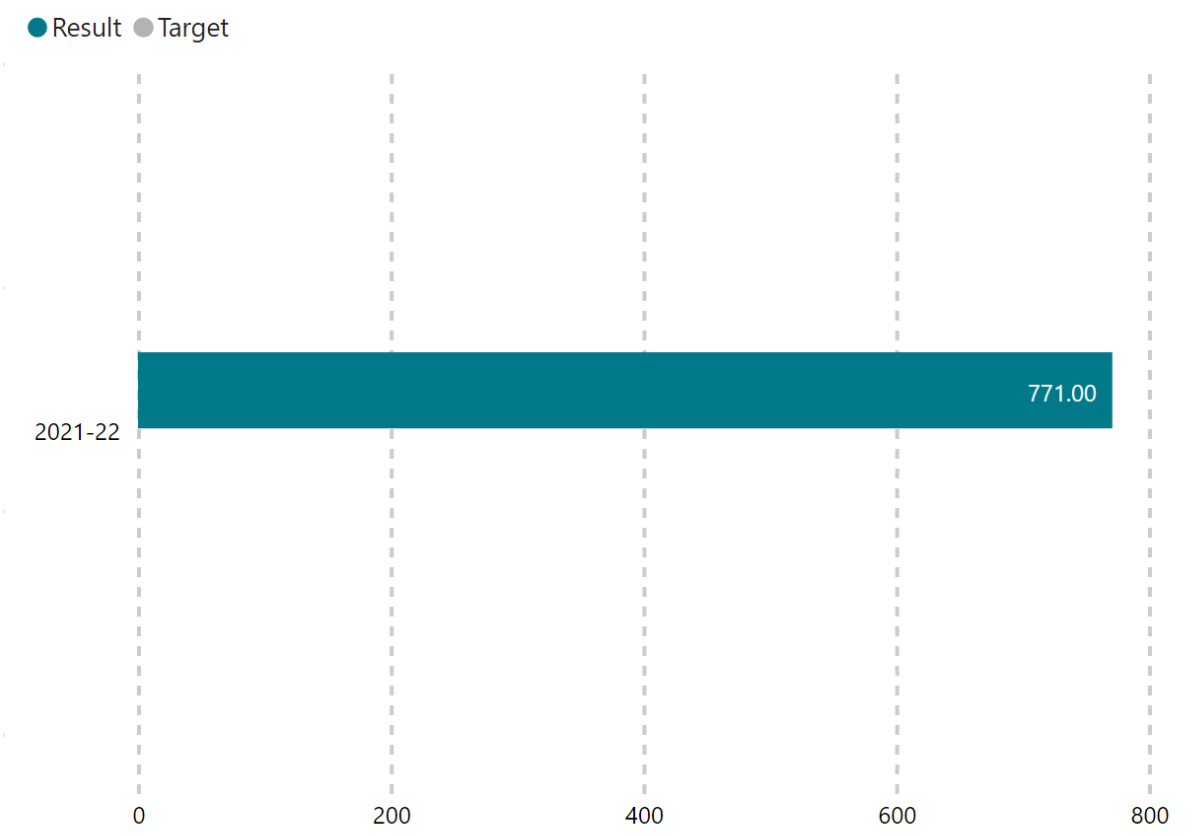
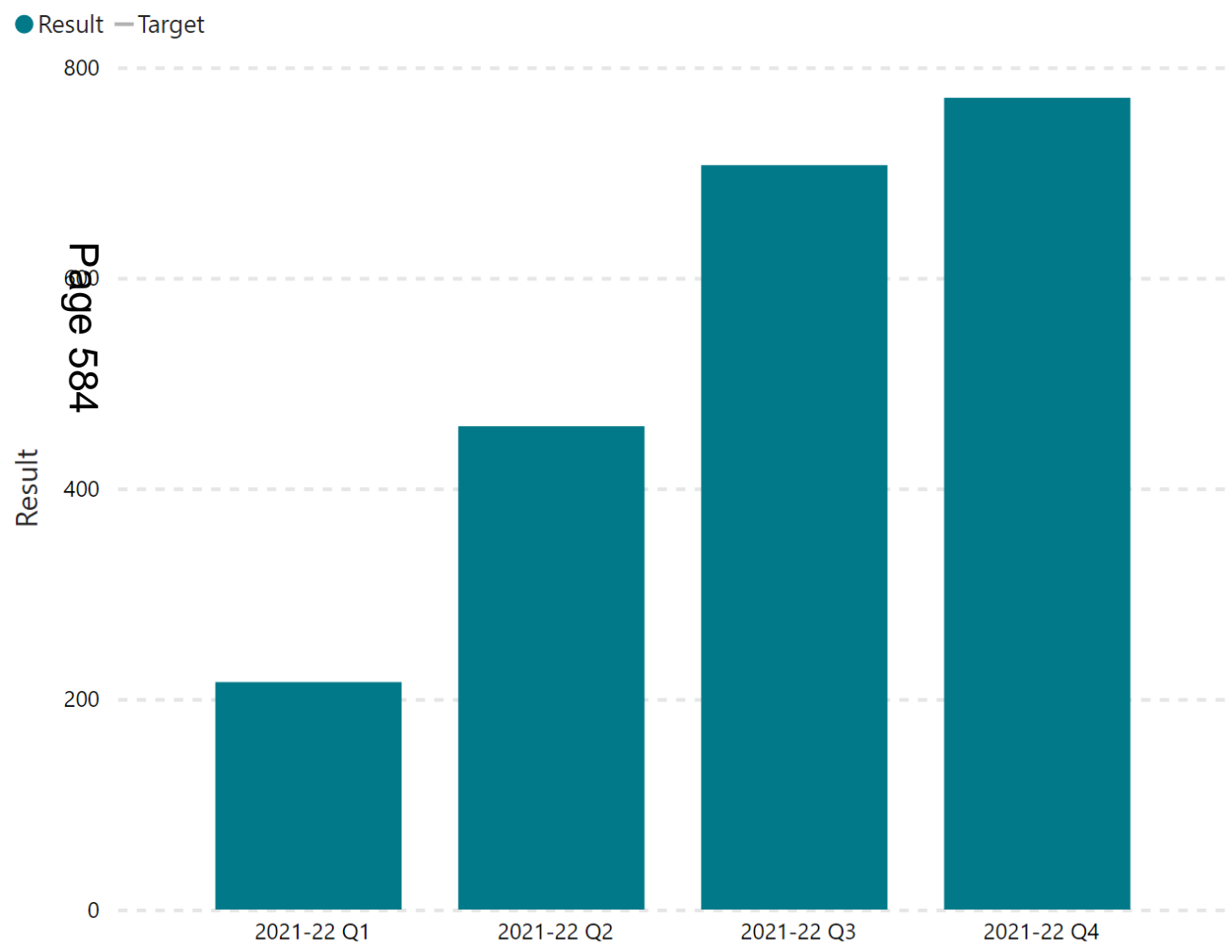
The number of symptomatic tests undertaken for Council and partner staff

Performance by Quarter

Latest Result  
**771**

No Target Set. Monitor KPI.

Year End Result





# Managing the Covid-19 Pandemic

## The number of asymptomatic tests undertaken for Council and partner staff

### Performance by Quarter

Latest Result  
**555482**

No Target Set. Monitor KPI.

### Year End Result

Result Target

2021-22

0.56M

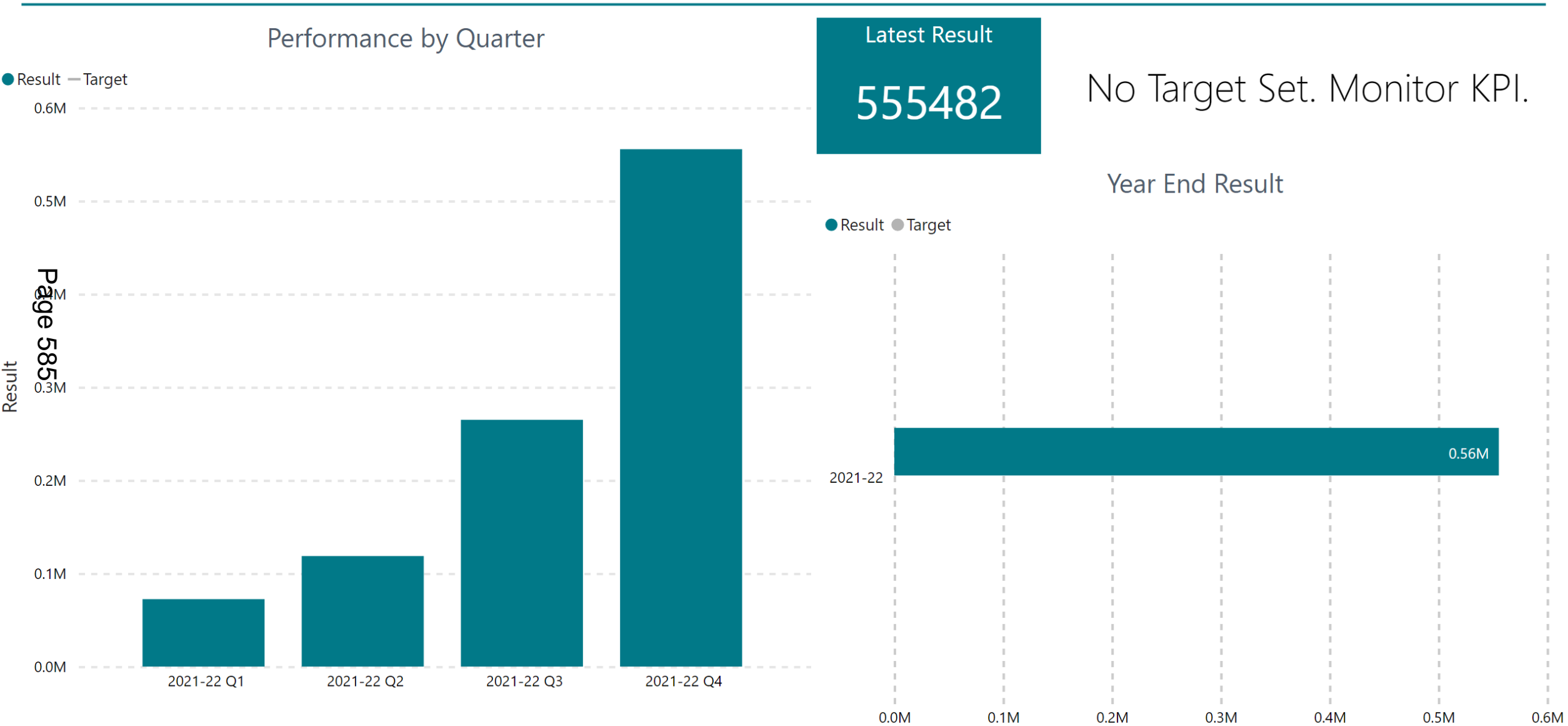
Result Target

0.6M  
0.5M  
0.3M  
0.2M  
0.1M  
0.0M

Result  
Page 585

2021-22 Q1 2021-22 Q2 2021-22 Q3 2021-22 Q4

0.0M 0.1M 0.2M 0.3M 0.4M 0.5M 0.6M



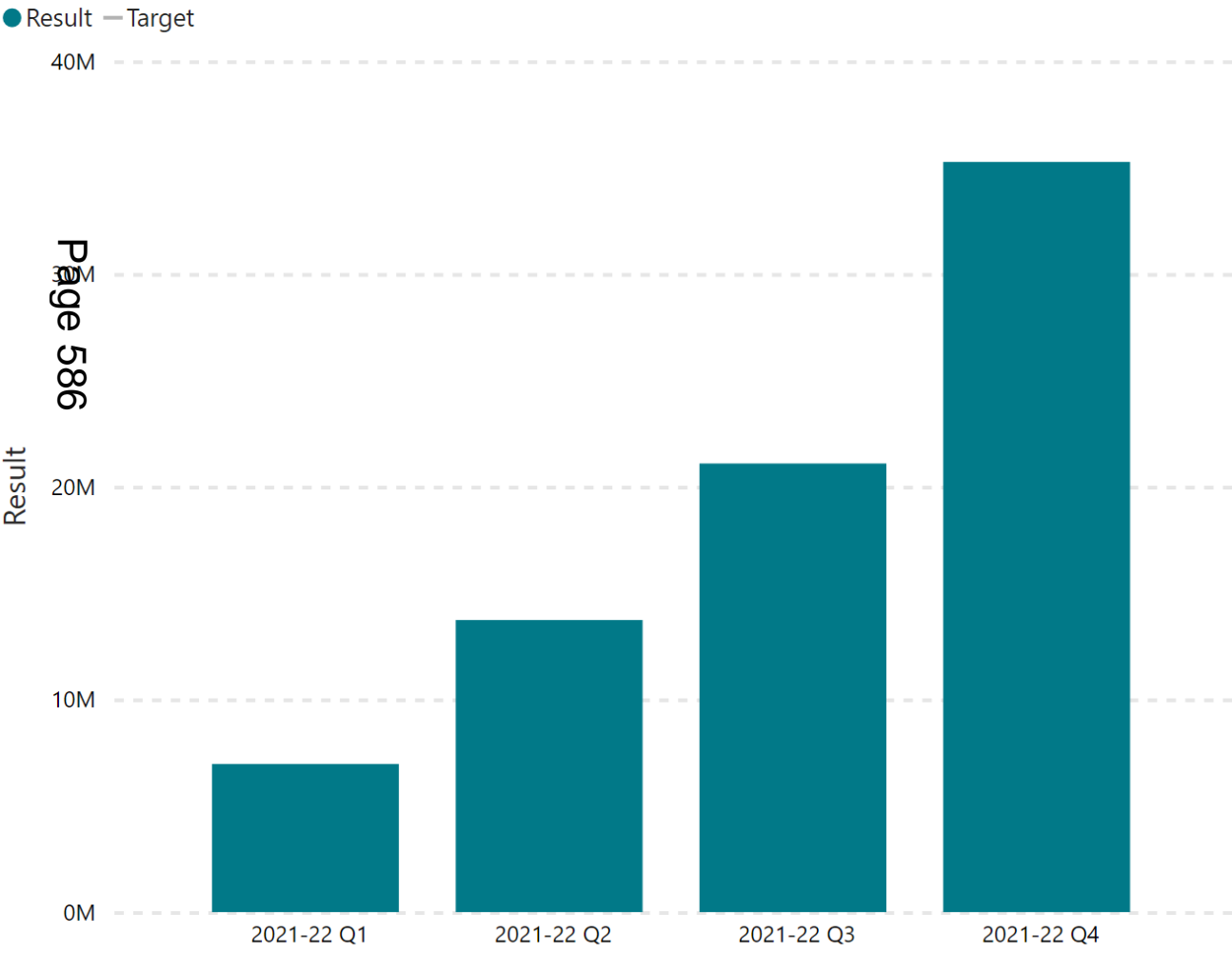
# Managing the Covid-19 Pandemic

### The number of items of PPE issued

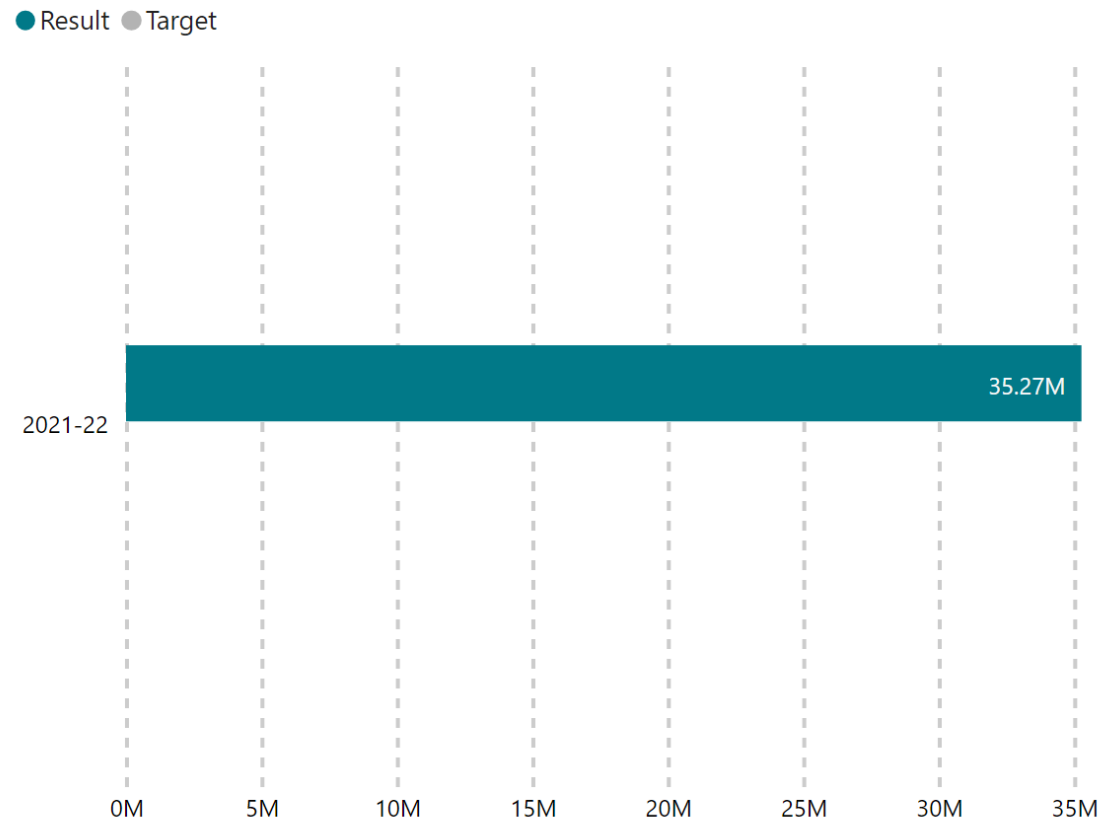
#### Performance by Quarter

Latest Result  
**35266824**

No Target Set. Monitor KPI.



#### Year End Result



Result

Target

Page 586

# Managing the Covid-19 Pandemic

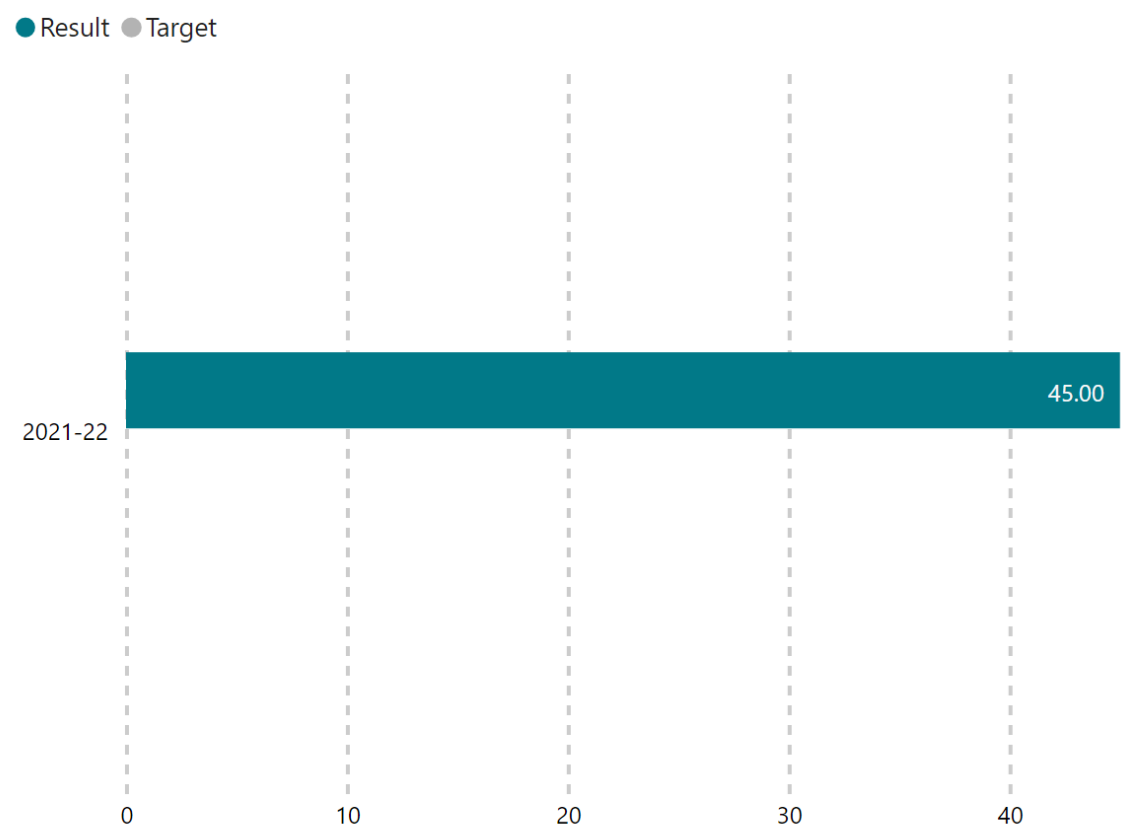
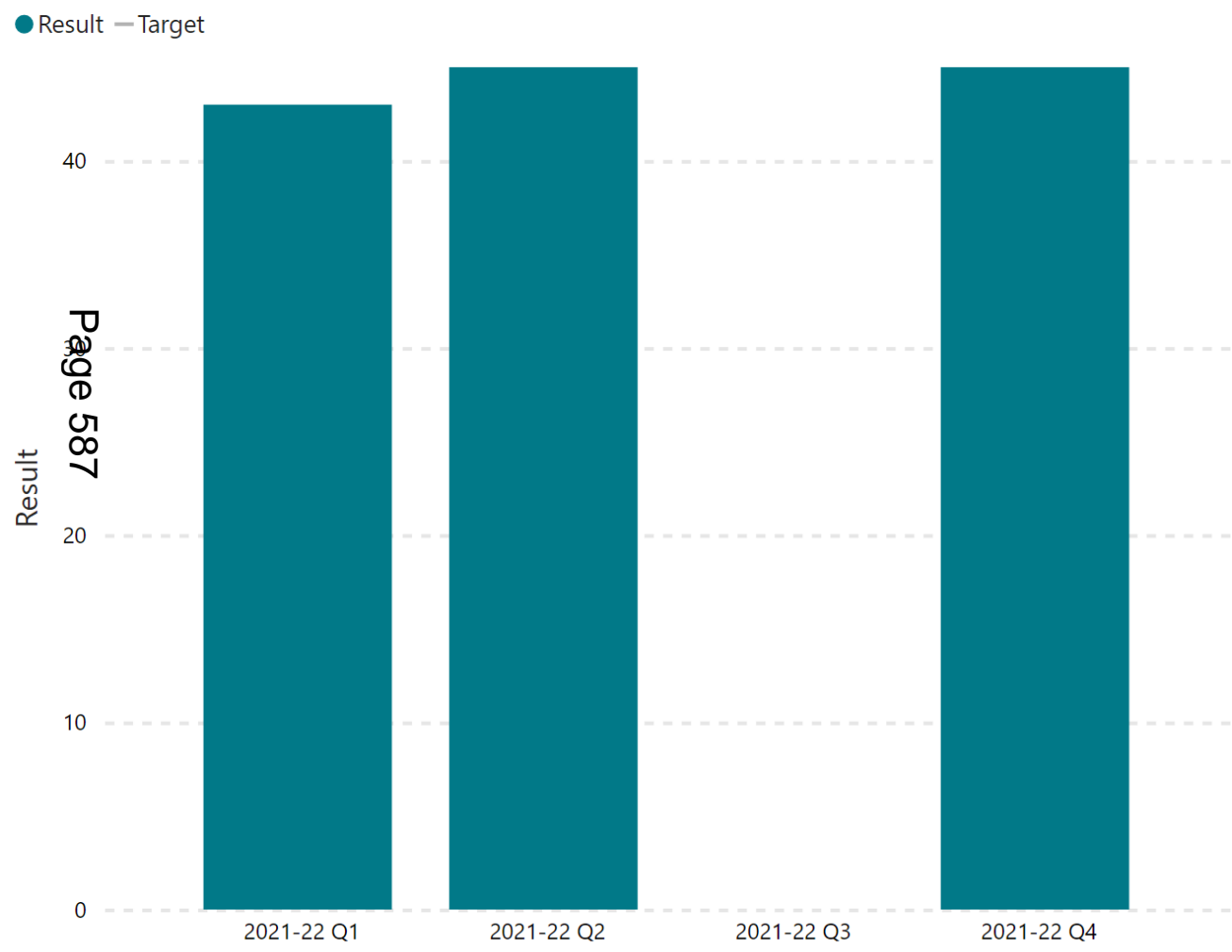
## The number of enforcement notices served: Improvement Notices

Performance by Quarter

Latest Result  
**45**

No Target Set. Monitor KPI.

Year End Result



# Managing the Covid-19 Pandemic

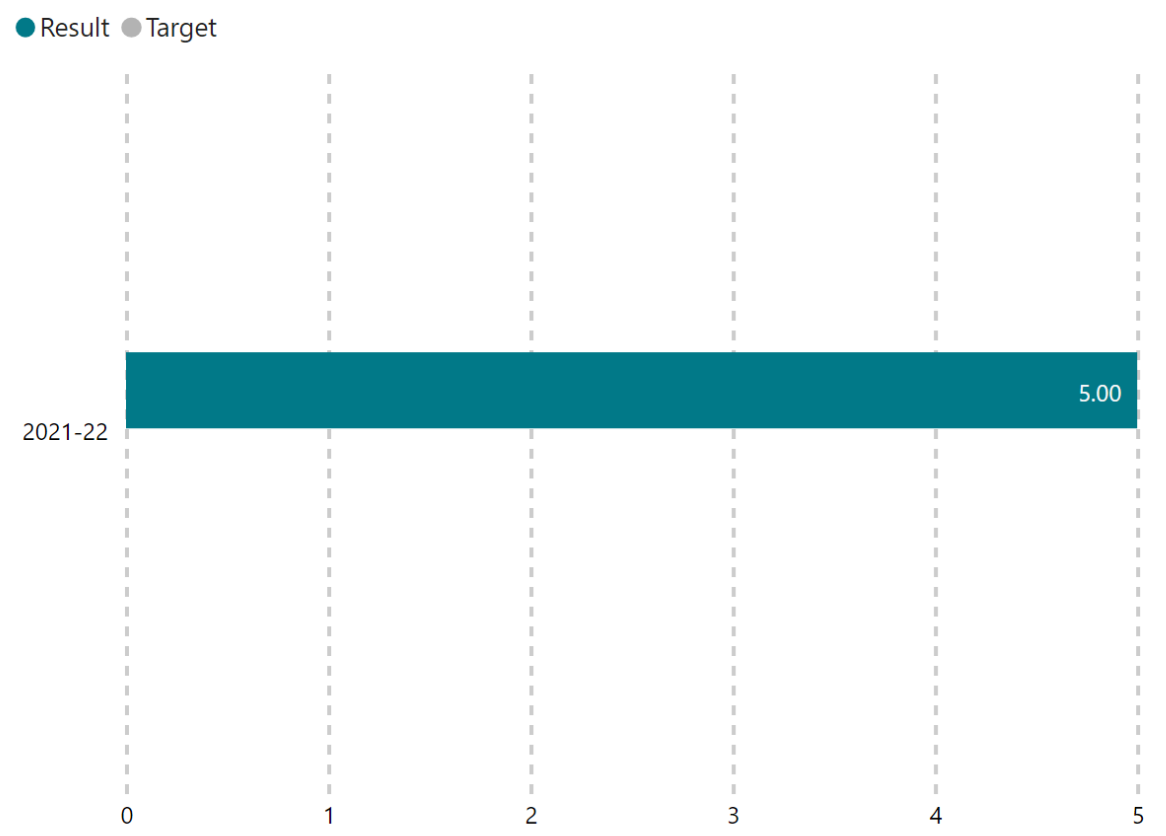
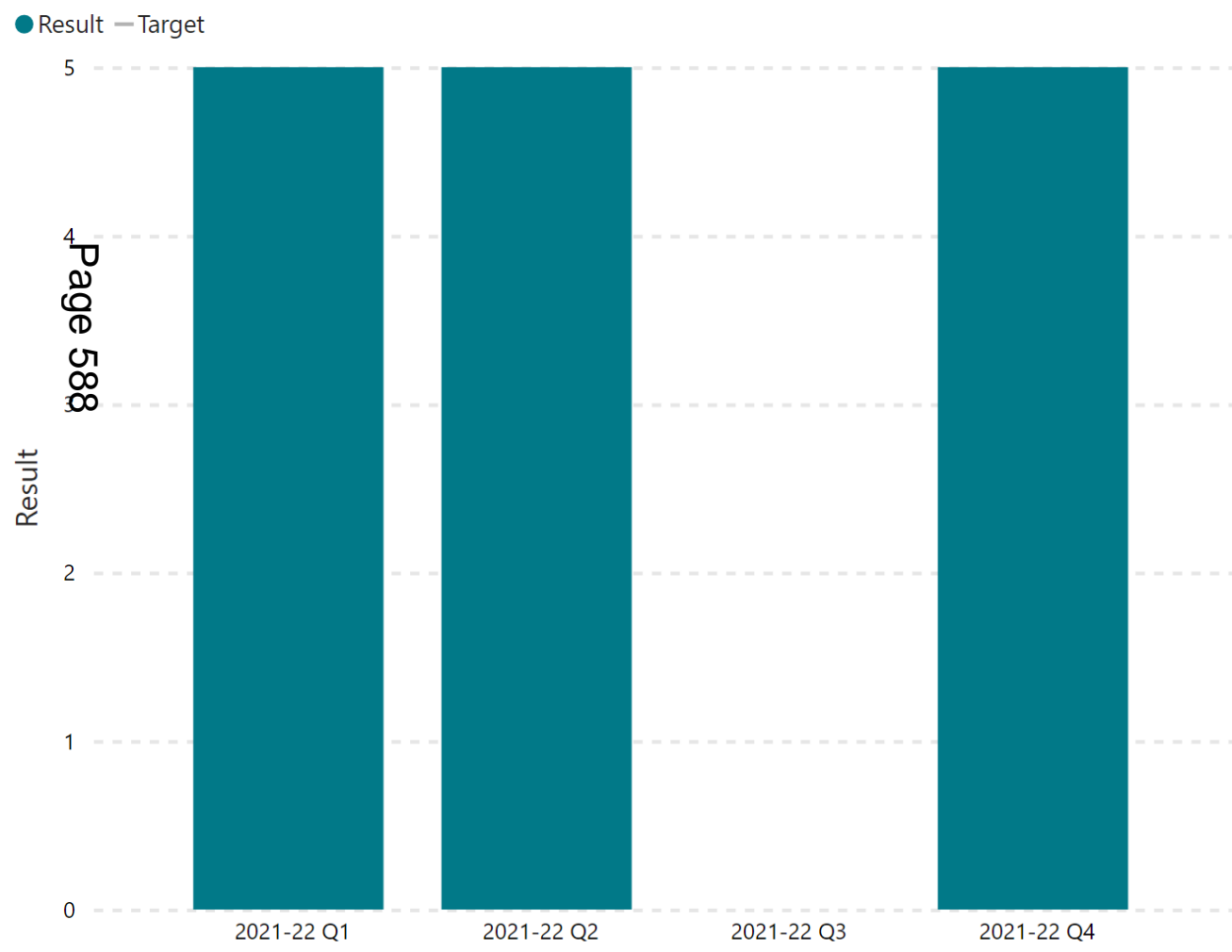
## The number of enforcement notices served: Closure Notices

Performance by Quarter

Latest Result  
**5**

No Target Set. Monitor KPI.

Year End Result



# Managing the Covid-19 Pandemic

## The number of enforcement notices served: Compliance Notices

Performance by Quarter

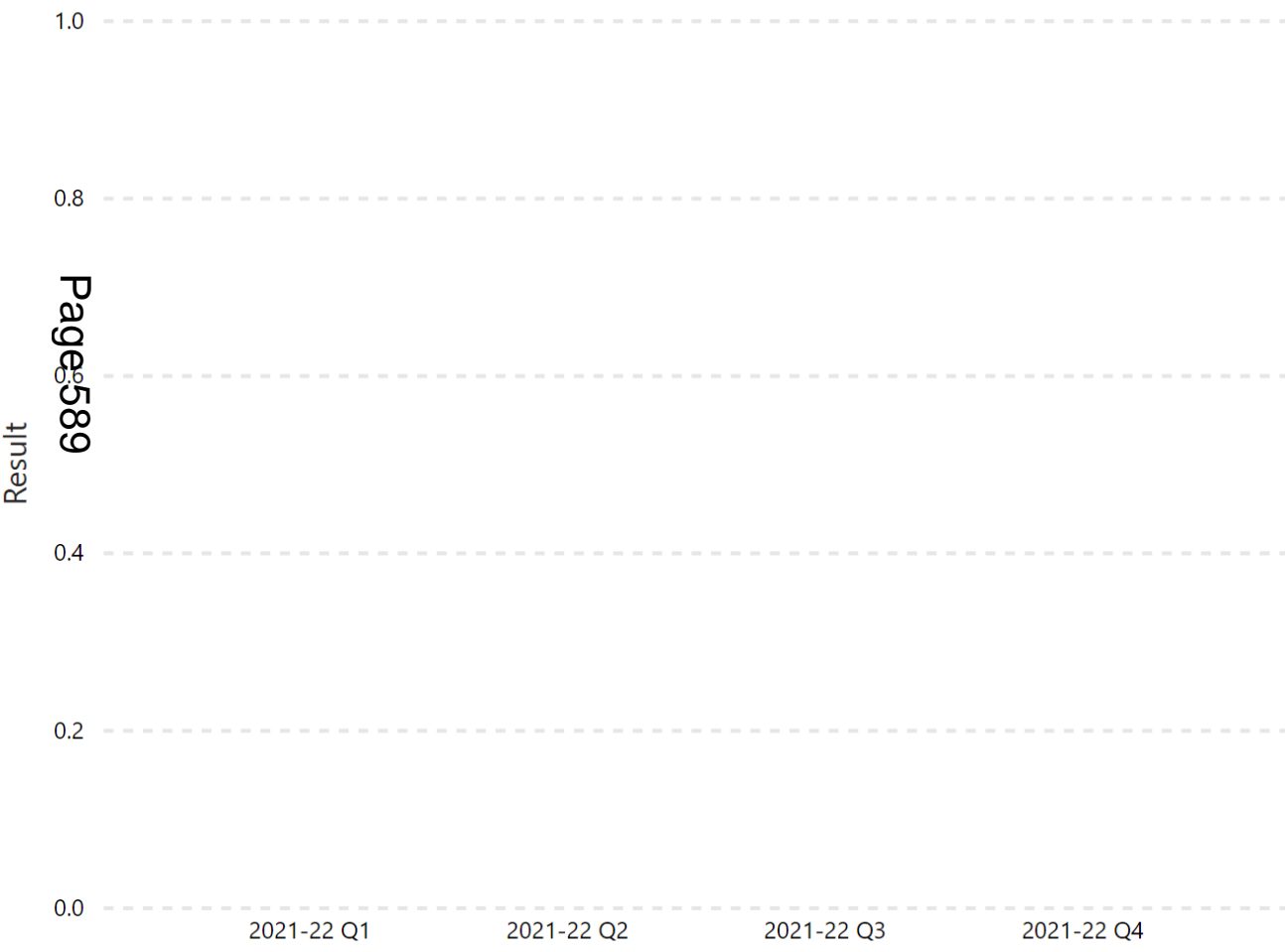
Latest Result

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No Target Set. Monitor KPI.

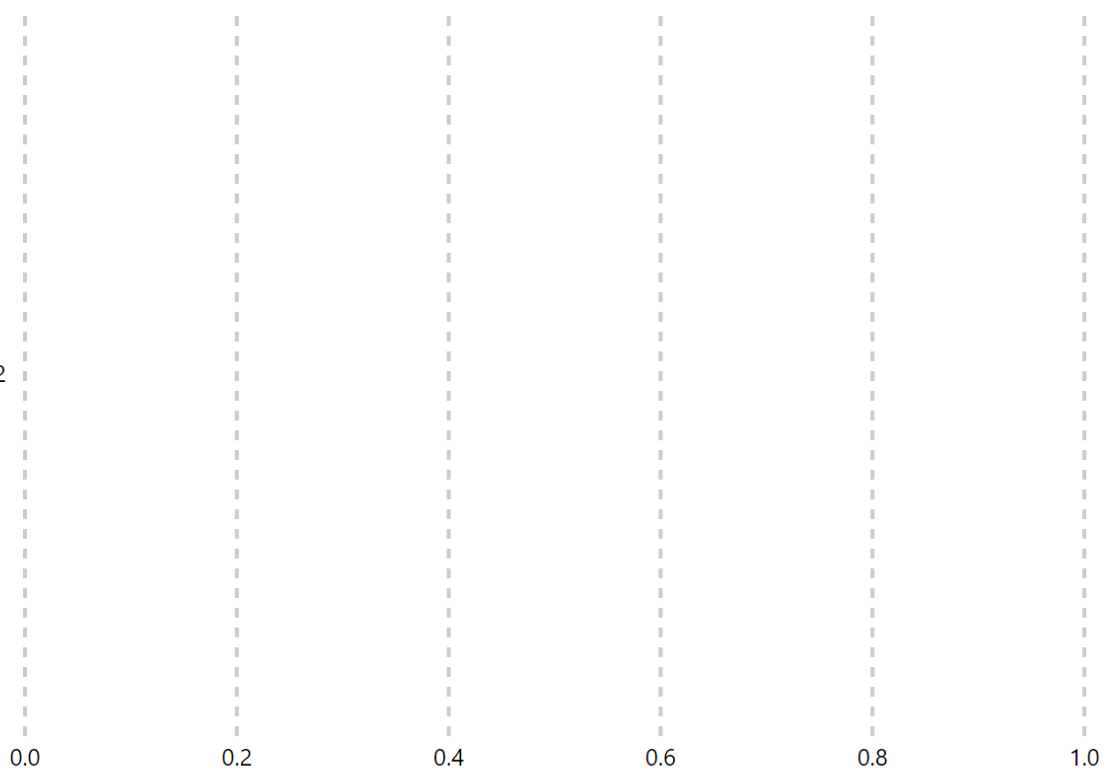
Year End Result

● Result — Target



● Result ● Target

2021-22



# Managing the Covid-19 Pandemic

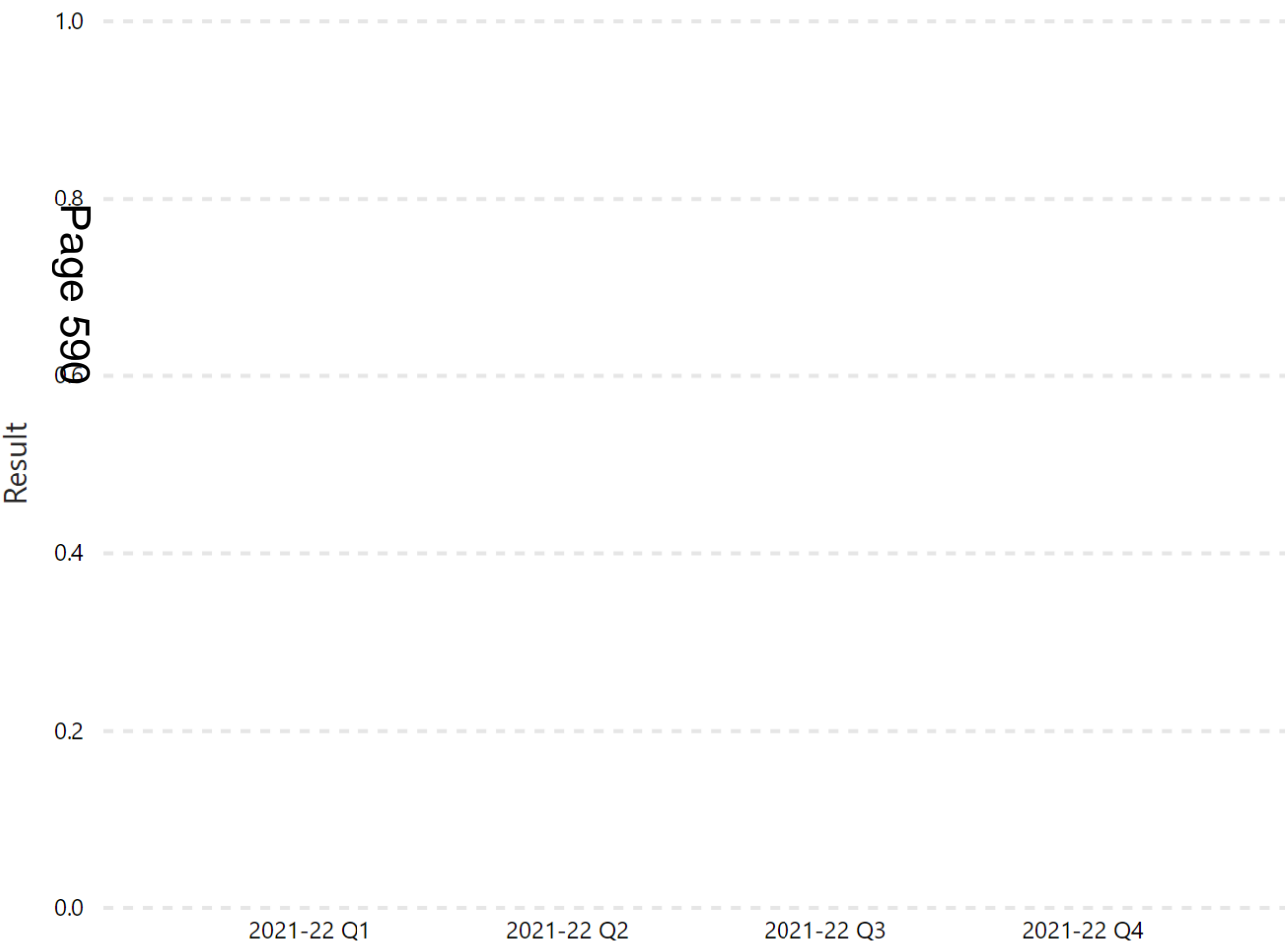
## The number of enforcement notices served: Fixed Penalty Notices

Performance by Quarter

Latest Result  
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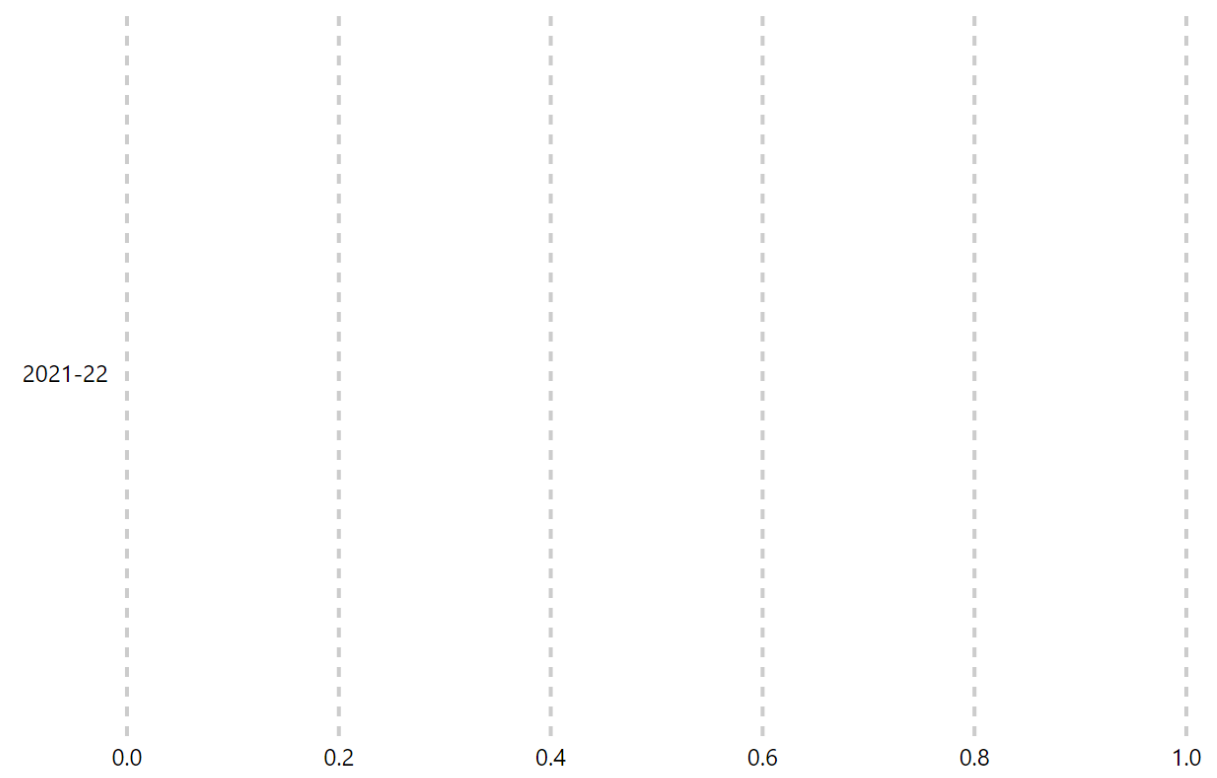
No Target Set. Monitor KPI.

● Result — Target



Year End Result

● Result ● Target



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## Appendix 1b - Q4 Position for Steps included within the Corporate Plan 2021-24

### Well-being Objective 1 – Cardiff is a Great Place to Grow Up

Wellbeing Objective	Lead Directorate	Step	Q4 Updates	Q4 RAG
Cardiff is a great place to grow up	Education & Lifelong Learning	<p>Promote and fulfil children’s rights by:</p> <ul style="list-style-type: none"> <li>• Achieving recognition as a Unicef Child Friendly City – which will include the development of a participation charter and framework – by December 2021;</li> <li>• Increasing the number of Cardiff schools that are designated as Rights Respecting Schools.</li> </ul>	<p>Cardiff is still progressing to become the UK’s first Child Friendly City where all children and young people have an equal chance to thrive and reach their potential, submission for accreditation due by September 2022. The Unicef accreditation date is to be confirmed. The assessment phase requires a suite of evidence to be collated to showcase sustainable change over time across the Child Friendly programme.</p> <p>The RRSA (Rights Respecting Schools Approach) forms a significant element of our Child Friendly Cardiff strategic goal 4 which has a focus on rights-based approach to education. Now with 80 schools in total (Bronze – Gold) and a further 18 schools registered.</p> <ul style="list-style-type: none"> <li>• 49 Bronze</li> <li>• 24 Silver</li> <li>• 7 Gold</li> </ul>	Green
Cardiff is a great place to grow up	Education & Lifelong Learning	<p>Ensure that all Cardiff schools are able to reopen safely and maintain safe learning environments for all pupils and staff, in line with the gradual lifting of Covid restrictions during 2021/22.</p>	<p>Cardiff Schools are continuing to manage the challenges caused by Covid-19 including staff absence, with the availability of agency and cover staff being stretched to make up the demand across the authority. From the 28th of March, restrictions have been eased including no requirement for physical distancing. Testing and routine isolation will remain in place until June. Contingency measures are still being implemented by schools where there is an increase in staff shortages (due to current self-isolation requirement).</p> <p>Maintaining safe learning environments for pupils and staff will continue to be a priority moving forward for 2022/23.</p>	Amber

Cardiff is a great place to grow up	Education & Lifelong Learning	<p>Produce a Cardiff Schools Recovery Plan by May 2021, including focused action to:</p> <ul style="list-style-type: none"> <li>• Support pupils to re-engage with school life, including a summer programme of city-wide activities;</li> <li>• Address any safeguarding, emotional or mental health concerns;</li> <li>• Deliver catch-up strategies, for example accelerated learning programmes and extra-curricular activities, with a focus on vulnerable children and young people.</li> </ul>	<p>Proposals to deliver a Child Friendly Recovery were approved by Cabinet in May 2021 as part of the Capital Ambition: Recovery and Renewal Programme. With a focus on the most vulnerable children and young people across the city, the Children and Young People Recovery Board is in place to ensure joined-up governance to oversee four key programmes of work:</p> <ul style="list-style-type: none"> <li>• Business Intelligence and Information Management</li> <li>• Integrated Youth Support Services</li> <li>• Tackling Youth Violence and Exploitation</li> <li>• Locality based working</li> </ul> <p>The review of the youth service is still underway. The Child Friendly Cardiff team have held a 'pop-up' in the centre of Cardiff in St David's 2 shopping centre, as part of the successful Winter of Well-being Festival. This included a range of free drop-in workshops, crafts, games and activities for all ages from babies through to primary age children, teenagers and young adults. This festival location ran up until the 27th of March, with partners hosting sessions at the festival pop-up include: Lalala Productions, Cardiff Parks Team, Arts Active Trust, RSPB, Cardiff Salad Garden, Technocamps, Green Squirrel, Pedal Emporium, Rubicon Dance, Ministry of Life, Radio Platform, Democracy Box, Into Work Cardiff, Grassroots, Play Services, Boss &amp; Brew, Arup and Shiny Happy People.</p>	Green
Cardiff is a great place to grow up	Education & Lifelong Learning	<p>Develop and deliver a sustainable, quality approach to blended learning, that enables all children and young people to access education and learning, both within and outside of school, and grow as confident 'independent learners', building on the lessons learnt from the pandemic.</p>	<p>The Local Authority is continuing to invest in digital devices and infrastructure. All learners that did not previously have access to Wi-Fi connectivity away from school have been provided with access, with support being given to those who are working from home because of Covid-19.</p> <p>Continued support has been provided to schools since their return in January from the Local Authority and Central South Consortium Improvement Partners in response to pupils and staff having to isolate.</p> <p>Schools are working on implementing teaching and learning approaches as part of Curriculum for Wales 2022. Any planning for responding to the impacts of Covid-19 should be seen in the context of how Curriculum for Wales can support this. Likewise, planning for Curriculum for Wales should be seen in the context of how learners' needs are changing in light of the pandemic.</p>	Green



Cardiff is a great place to grow up	Education & Lifelong Learning	Support the health and well-being of the education workforce as schools reopen and work towards the implementation of a new Workforce Development Strategy by March 2022, to take forward the goals set out in the Cardiff 2030 Vision.	Protecting the health and well-being of the education workforce has and will continue to be a priority, with continued support and advice being offered to schools through the Spring Term. Estyn noted in the Cardiff inspection report, published in February 2022, that during the period of the pandemic, the Local Authority (LA) significantly strengthened its relationships with its schools. Throughout this time, enhanced communication and a strong focus on headteacher wellbeing created a sense of partnership and mutual trust and support. The LA is working closely with HRPS colleagues and schools around ongoing staff sickness challenges. The changes to self isolation periods and restrictions has relieved some of the pressure on schools, but there are still issues regarding staffing with their availability of agency/supply teachers and support staff. • High numbers of school staff absences still being caused by Covid-19	Amber
Cardiff is a great place to grow up	Education & Lifelong Learning	<p>Deliver the new schemes in accordance with the Band B 21st Century School Programme of school investment between April 2019 and 2026 to:</p> <ul style="list-style-type: none"> <li>• Increase the number of school places available;</li> <li>• Improve the condition of school buildings;</li> <li>• Improve the teaching and learning environment;</li> <li>• Reshape and enhance specialist provision for pupils with additional learning needs.</li> </ul>	<p>Delivery of the new Band B schemes in accordance with the programme is underway following delays as a result of the pandemic. The programme is significant in value (£284m) and complex, spanning the work of directorates and requiring significant capacity including:</p> <ul style="list-style-type: none"> <li>• Fitzalan is developing well on site. The project is on track to be complete by Easter 2023.</li> <li>• The contract for the construction of the Fairwater Campus is due to be awarded following the tender period.</li> <li>• Engagement for Willows High, Cathays High, The Court and Greenhill schools is underway with visioning work taking place with the schools.</li> </ul> <p>The overall quantum of places is sufficient to meet demand for places across the Local Authority in both Welsh-medium and English-medium, in primary and secondary. Some schools have demand in excess of supply with catchment changes supported by infrastructure investments identified to address these included within the Band B programme. All entitled pupils can access places across the statutory age range.</p> <p>There is an evident increase in demand for provision for pupils with Additional Learning Needs (ALN). To meet the increasing demand for special school places and specialist resource base places for learners aged 3 – 19 with complex learning needs and Autism Spectrum Condition, the Council is proposing to increase the number of Additional Learning Needs places at a range of special schools, primary schools and secondary schools from September 2022</p>	Amber
Cardiff is a great place to grow up	Education & Lifelong Learning	Begin to develop a strategic framework for the future prioritisation of 21st Century School and Local Development Plan investment.	<p>Consultation on Additional Learning Needs (ALN) proposals is underway and the outcome was considered by Cabinet in March 2022.</p> <p>The Welsh Education Strategic Plan (WESP) has been submitted to Cabinet along with the Bilingual Cardiff Strategy in February 2022, with the joint ventures working together in future for the benefit of 21st Century School and Local Development Plan investment, this being the new aim and focus of the Welsh Education Forum.</p>	Green

Cardiff is a great place to grow up	Education & Lifelong Learning	Develop a ten-year Welsh Education Strategic Plan (WESP) in line with Cymraeg 2050: Welsh Language Strategy.	Consultation on the Welsh Education Strategic Plan (WESP) was completed in December 2021 and was considered by Cabinet in February 2022, with over 3,000 stakeholders engaging with the consultation process. A three-year delivery plan will be put in place for the ten-year (WESP) in line with the Bilingual Cardiff Strategy 2022/27.	Green
Cardiff is a great place to grow up	Education & Lifelong Learning	Deliver up to eight new primary schools and two new secondary schools by 2030 through the Local Development Plan in line with any Section 106 agreements and statutory approvals.	Contractors have been appointed and started on site for the new primary school at St Edeyrn's with a scheduled completion in April 2023, with new nursery to be set up for September 2022 on the existing site. Temporary Governing Body is established for Groeswen Primary School and headteacher recruitment is underway.	Green
Cardiff is a great place to grow up	Education & Lifelong Learning	Invest in digital infrastructure, equipment and new learning technologies for schools and learners in line with the Schools ICT strategy and Welsh Government digital best practice: <ul style="list-style-type: none"> <li>• Complete the refresh of the Wi-Fi infrastructure in every school in the city by September 2021;</li> <li>• Continue to improve the pupil-to-ICT device ratio in all schools to achieve the long-term aspiration of one device for every pupil in every Cardiff school;</li> <li>• Complete a refresh of all audio-visual equipment in all school classrooms by September 2024;</li> <li>• Ensure that every pupil has access to appropriate Wi-Fi connectivity away from school by working with Welsh Government</li> </ul>	Education technology upgrades have been completed in the majority of schools, all schools will be fully complete by the 31st August 2022. With a target to complete a refresh of all audio-visual equipment in all school classrooms by March 2026. Welsh Government announced further funding for 2022/23 of £10 million across Wales. Cardiff's share will be £1.1 million.	Green

Cardiff is a great place to grow up	Education & Lifelong Learning	Improve outcomes for children and young people with additional learning needs through successful implementation of the Additional Learning Needs Transformation Programme by 2024.	Well-developed multi-agency processes are in place to identify and assess children and young people with Additional Learning Needs (ALN), and to create appropriately resourced Individual Development Plans (IDPs): <ul style="list-style-type: none"> <li>• As part of the first year of ALN implementation, schools have begun identifying learners in the specified year groups who have ALN, and creating IDPs for these learners.</li> <li>• The Local Authority (LA) has identified looked after children and learners registered Educated Other than School (EOTAS) in the specified year groups who have ALN and are creating IDPs for these learners.</li> <li>• A Cardiff and the Vale multi-agency transition protocol has been agreed, to support transition of learners aged 14-25. The launch event of 'My Plan For My Future' in March 2022 was attended by the Childrens Commissioner.</li> <li>• 'Project Search'- a project to provide supported pathways into work for young people with learning disabilities, admitted its first cohort in September 2021. CVUHB are the employment partner, working with Cardiff and Vale of Glamorgan LAs. The project will be fully evaluated at the end of the academic year, with a view to continuing and expanding the project in future years.</li> </ul>	Amber
Cardiff is a great place to grow up	Education & Lifelong Learning	Support Cardiff schools to work towards the introduction of the Curriculum For Wales 2022, with implementation for nursery through to Year 7 by September 2022, and for all remaining year groups in the period up to 2026.	Schools have been encouraged to start implementing the new curriculum from September 2022. There is however flexibility in implementing the curriculum considering challenges faced as we continue to manage the pandemic and with ongoing operational issues faced by schools. As a result of this, a number of secondary schools will start implementing the new curriculum with Year 7 only and move forward throughout the coming years to rollout to senior school years.	Amber
Cardiff is a great place to grow up	Education & Lifelong Learning	Develop an interim Performance and Evaluation Framework for education in Cardiff that takes account of the national changes to school accountability and assessment arrangements by September 2021.	<p>As part of 'Education in Wales: Our national mission', work is in progress with the development of a new Evaluation, Improvement and Accountability Framework. The outcome from this work will help to determine what data and information will be required at all levels in the school education system.</p> <p>The Cardiff Local Authority (LA) inspection report was published in February 2022, and concluded that in recent years, Cardiff has demonstrated a sustained and incremental improvement in the quality and effectiveness of its education service. Estyn have noted that the Local Authority and the Consortium have good systems and procedures for understanding, challenging and supporting all schools.</p> <p>School inspections have resumed and a number are scheduled to take place in May and June 2022. There are currently no schools in an Estyn category.</p>	Green

Cardiff is a great place to grow up	Education & Lifelong Learning	Deliver an integrated model of Youth Support Services, built on high-quality youth work, to remove barriers to engagement and participation by March 2022.	Cardiff Youth Service has achieved the National Youth Agency Quality Mark. The service was awarded Bronze for its vision, youth work practice and development and engagement of young people. This enables the service to now progress onto the Silver Award and ultimately Gold. An independent Youth Service review is underway, phase 1 of the review will be complete at the end of March, the results of which will be incorporated into the Services for Adolescents review. The Estyn inspection relating to the Youth Service noted that the Cardiff youth service provides high quality provision in prioritised areas of the city that includes a mixture of open access and targeted work. Young people, in the areas served, are at the heart of service development. Support for young people's emotional health and wellbeing and the effective use of digital platforms are particularly strong aspects of the provision.	Amber
Cardiff is a great place to grow up	Education & Lifelong Learning	<p>Continue to deliver the ambitions of the Cardiff Commitment to support children and young people to access careers and work-related experience, with a focus in 2021/22 upon:</p> <ul style="list-style-type: none"> <li>• Delivering the Experiences of Work programme in three secondary school clusters, with a focus on regional economic growth sectors;</li> <li>• Opening up increased Social Value opportunities;</li> <li>• Delivering industry and higher education projects linked to the curriculum with schools.</li> </ul>	<p>Over 300 organisations have been engaged to date to support the Cardiff Commitment initiative from the public, private and third sectors.</p> <p>Cardiff University, Cardiff Metropolitan University and the Open University are all committing to curriculum engagement activities.</p> <p>The Virtual Work Experience pilot 'Jobs for The Future' was delivered in July.</p> <p>Business Forums are now established in Cardiff West, Cantonian, Cathays, Willows, St Teilos and planning is underway to establish a further three Business Forums in Eastern High, Glantaf and Whitchurch from September 2022.</p> <p>Area of Learning &amp; Experience Forums have been established to seek employer support with identifying the skills required at each progression step.</p> <p>Seven schools are participating in the Debatemate Cardiff Cup following the success of last years Debatemate project with Fizalan and Cantonian.</p> <p>The Social Value Officer has been appointed and is harnessing social value from multiple contracts external and internal to the council to realise benefits for children and young people which support progression into EET. Contracts to date include; Centregreat, Arena, Exchange Building and CAVHB Genomics Centre.</p> <p>The summer will see the soft launch of the new What's Next platform which will ensure young people have a visible offer of post 16 provision and opportunities across the city.</p> <p>Project Search's first cohort will complete this summer and due to the success recruitment is underway for a further two cohorts that will start in September 2022.</p> <p>A Volunteer Officer has been funded by the Cardiff Commitment to secure volunteer placements across the city for 16-24 year olds which will support transition into EET.</p> <p>A series of training sessions for employers on the Curriculum for Wales and Careers and Work Related Experiences have been delivered to ensure that our partners are aware of the new way in which we will be working with schools to realise the vision of the Curriculum For Wales.</p>	Green

Cardiff is a great place to grow up	Education & Lifelong Learning	Develop and embed an approach for Community-Focused Schools to enhance the relationship between schools and communities, with a focus on supporting the continued learning and well-being of vulnerable children and families.	A formalised approach for Community-Focused Schools is ongoing. This is a significant piece of work that requires the input of a range of stakeholders and has been delayed as a result of competing priorities and taking into account operational challenges faced as a result of Covid-19. A key focus to the approach to developing 21st Century Schools is to make sure that schools are at the heart of their communities. Progress is being made in the development of locality-based services with Children's Services.	Amber
Cardiff is a great place to grow up	Education & Lifelong Learning	Deliver the 'Passport to the City' model with the Children's University and Cardiff University to open up extra-curricular activities to all children and young people in Cardiff by September 2022.	The Local Authority is developing a Children's University in Cardiff. Children's Universities encourage 5-14 year olds to challenge themselves, to try new experiences, to develop new interests and acquire new skills. All participating children in the Children's University by the end of their first year will have the opportunity to learn many new skills and enhance existing skills which will continue in the remaining scope of the project This project will run for 3 years up until July 2024.	Green

Cardiff is a great place to grow up	Children's Services	Enable all young people – who are known to social services – to play an active and central role in planning for their transition to adulthood during the year.	The Planning for My Future Protocol has been launched and training has been delivered that also accounts for the new arrangements for children with Additional Learning Needs. Engagement with staff and stakeholders to help shape the transition process has commenced. Multi-agency transition coffee mornings for parents / carers of young people with complex needs have been introduced to enable them to ask questions about transition, changes in service provision and options across agencies. Clear and accessible information for young people around the transition process, options and changes to service provision as they become adults is being produced. Work is to be undertaken to ensure that our processes in relation to planning are aligned with the new requirements of the Additional Learning Needs Act. Planning is underway for young people with mental health and emotional wellbeing issues in the locality teams to transfer over to the Child Health and Disability (CH&D) Service in line with the new remit of the service. A piece of work is required to understand the impact of this on CH&D caseloads so the establishment can be considered. The Personal Advisor Service has been reviewed and development options are being considered to ensure that we make best use of the resource. This step is rated amber as it is recognised that a full review of progress to date is required, and work in this area needs to be widened to ensure the inclusion of care leavers with Additional Learning Needs.	Amber
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Cardiff is a great place to grow up	Children's Services	<p>Continue to develop and support the Children's Services workforce by implementing a recruitment and retention strategy and workforce plan by March 2022, including:</p> <ul style="list-style-type: none"> <li>• Increasing the tailored recruitment campaigns setting out the Cardiff offer;</li> <li>• Ensuring Social Workers are fully supported by using a multi-disciplinary workforce to support them in discharging their duties;</li> <li>• Building on the progress made in stabilising the workforce, through the market supplement, by progressing new permanent contractual arrangements.</li> </ul>	<p>Work in relation to the recruitment and retention strategy implementation is ongoing. Key progress includes:</p> <ul style="list-style-type: none"> <li>• Secured short term COVID Recovery Funding from Welsh Government which is being used in support of prudent social work – social workers only doing what only social workers can do. For example, we are piloting the use of Social Worker Resource Assistants who have been supporting social workers with arranging and minuting core group meetings, collating information for chronologies along with numerous other tasks. The pilot is in its very early days, so it is too soon to evidence an increase in performance, however the feedback from social workers is extremely positive.</li> <li>• Appointment to practice lead role in all 3 locality teams, with plans for an additional 2 appointments. The purpose of these roles is to support newly qualified social workers in their first years in practice, to embed good practice and to ensure consistency of practice across the Directorate.</li> <li>• In the process of restructuring the Training Team to provide dedicated support and resources for Children's Services.</li> <li>• Virtual learning event held in January where staff from ThinkSafe!, the front door, the Integrated Family Support Team and Child Health &amp; Disability Service talked about the work that they do to engage people in recruitment opportunities in Cardiff.</li> <li>• Training and Development Framework agreed. Work to support career progression to follow - managers to start meeting with Grade 7 workers with appropriate experience to start progression planning.</li> <li>• Meetings with Open University and local universities held to attract students who are due to qualify in the summer.</li> <li>• Consideration being given to the offer to attract students – e.g. offers to talk with recent NQSWs / virtual workshop with managers / support to complete application forms.</li> <li>• Work is also ongoing to encourage and support non qualified staff within the service to be seconded to the social work degree course to become social workers.</li> </ul> <p>Social worker vacancies in Children's Services have increased to 23.9% (50.4) in March 2022 from 21.1% (44.3) in December 2021. This step is rated amber due to the ongoing issues with recruiting experienced social workers.</p>	Amber
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Cardiff is a great place to grow up

Children's Services

Make use of community resources and work with partners to support families and better understand the impact of poverty on child protection.

The locality working approach between Children's Services and Education continues to be embedded into practice with regular meetings scheduled between the East and South locality teams and the high schools in their respective areas. A proposal for each high school to be linked with an East locality team is being developed and will be implemented when capacity in the teams allows. This approach is already showing evidence of positive impact – we are quickly able to target a response for pupils that schools are concerned about. A single point of contact list (Team Managers and Principal Social Workers) for the South locality has been shared with all primary and secondary schools in the locality. An initial meeting has been held to discuss educational attainment for children looked after in years 10 and 11. The pilot is akin to a meeting with parents for mutual and constructive challenge and is being undertaken with St Teilo's. The aim is that all children looked after in Cardiff should attain a minimum of 5 GCSE's A-C – supporting them to achieve their potential and follow their chosen transition route. Networking with Health to raise awareness of Children's Services structure and roles has commenced with a presentation to a GP cluster in the South locality. Work with partners is underway in response to the death of Arthur Labinjo-Hughes to ensure a joined up approach to safeguarding across all agencies. Induction and training for social workers is being developed using research to guide our practice in supporting the families that we work with and to contribute to the wider corporate work to alleviate the impact of poverty. During the year we have brought together all of our in house support services into an Interventions Hub to better co-ordinate support for families. We are also working with providers to widen our domiciliary care offer to families of children without disabilities and review the potential for use of Direct Payments by these families. We continue to work closely with colleagues in the Into Work Service to provide training and employment opportunities for young people. This step has been rated as amber due to the work to truly embed a locality approach taking longer than first anticipated.

Amber



<p>Cardiff is a great place to grow up</p>	<p>Children's Services</p>	<p>Implement the 'All Our Futures' Youth Justice Strategy and Improvement Plan to strengthen governance, performance management and practice.</p>	<p>Work to progress the Youth Justice Improvement Plan continues. Key updates include:• Victim feedback is collated every 6 months and presented to the Youth Justice Board. This will be used to inform decisions about any potential changes required moving forward.• Sub committee purpose has been reviewed along with membership – additional members added.• Out of Court Disposal policy completed and data incorporated into dashboard.• New managers successfully recruited and in post.Most of the actions in the Youth Justice Improvement Plan have been completed with the exception of some that require multi agency input – and these will be ongoing work – such as the implementation of the Safeguarding Adolescents From Exploitation (SAFE) model and the need for ongoing Quality Assurance. These will be captured in the updated YJS Strategy and Improvement Plan, alongside actions to implement the recommendations of the HMIP follow up inspection that took place in March / April 2022. Informal feedback from HMIP is positive and acknowledges the distance travelled since the inspection in 2020.This step is rated as amber pending the outcome of the HMIP.</p>	<p>Amber</p>
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Children's  
Services

Enable more children to be placed closer to home by:

- Implementing the action plans arising from the Social Care Commissioning Strategy by December 2022, including: - Supporting children to return safely to their own homes during the year using a Reunification Framework; - Re-shaping respite provision to offer flexible short-break opportunities, including emergency provision for children with disabilities;- Developing accommodation sufficiency for vulnerable young people and those leaving care; • Improving the timeliness of the adoption process during 2021/22 by improving linking and matching processes, developing adoption support planning and improving delivery of adoption services.

The Reunification Framework, which aims to support children to return to live with family where it is safe for them to do so, has been implemented and the focus continues to be on embedding this approach across the service. This part of the step is rated as amber due to the Framework not yet being embedded across the service. Our current overnight short break provision is being reviewed to identify what changes we need to make to ensure that it is able to meet the identified needs of children and families going forward. Options for the reshaping and recommissioning of overnight residential respite for families with children with disabilities have been considered and detailed plans are in the process of being commissioned. We are looking to identify alternative provision to enable respite to continue whilst the work is undertaken and to add additional respite provision to our in house portfolio. This part of the step is rated amber because the provision is not yet fully reshaped and a new timeline needs to be devised. We have recently appointed a Market Engagement Officer to develop the relationship between Cardiff and the Independent Fostering Agencies (IFAs) so they are better able to meet our needs. This includes work with both the larger IFAs and small independent providers to develop parent and baby placements, placements for teenagers and therapeutic placements. We have set up a separate project group looking to identify and meet the needs of children with disabilities – including activities, short breaks and looked after placements. During the year we have progressed our plan to develop in house residential provision with the launch of our Assessment Centre and pop up pop down emergency accommodation. We have also worked with local residential providers and colleagues in Housing to secure an additional 4 residential beds and 15 Young Person’s Gateway units in Cardiff respectively, with more due to come on stream in 2022/23. We are also working with the Salvation Army to open a 6 bed unit specifically for unaccompanied asylum seeking children that is due to open early in 2022/23. Placement sufficiency is a significant issue as the market is not currently able to meet the increase in demand for placements and the complexity of needs for young people. We have recently seen an increase in the number and consistency of children being placed in unregulated placements because we have not been able to source regulated placements to meet their needs. We are in the process of establishing an urgent project to ensure this work is prioritised. This will run alongside a second project that will be focusing on service provision and accommodation for children with disabilities. The impact of Covid-19 on families of children with disabilities is becoming increasingly evident with growing numbers of families experiencing breakdown. We have particular concerns in relation to young people with serious mental health and emotional wellbeing issues. Where these young people are not able to be safely discharged home, they are experiencing delay in discharge from hospital as there is a lack of accommodation provision to meet their needs. This issue is being addressed with partners including Health as part of the Starting Well Partnership - we are developing a Joint Recovery Service which is made up of an outreach and accommodation service in partnership with mental health services. This part of the step has been marked as red due to the significance of the issue and the impact on young people set out above. The role of the Life Journey Workers is embedded in the teams with a further 20 permanent staff being trained in therapeutic life journey work. This will increase the life journey therapeutic offer to children. Training has also been delivered to each of the teams to provide guidance on consistency of paperwork in the adoption process. Development of the linking and matching process is ongoing and training, advice and guidance will be provided to staff. Discussions in relation to the acceptance of transference and support three years after Adoption Orders being granted are ongoing due to the likely impact for Cardiff regarding duties, responsibilities, and budget. This part of the step is rated Green. Overall RAG status recorded as red to draw attention to the significant accommodation and placement issues that we are currently experiencing. However it is noted that work in relation to reunification and respite are rated amber and adoption is rated green.

Red

<p>Cardiff is a great place to grow up</p>	<p>Education &amp; Lifelong Learning/ Economic Development</p>	<p>Increase the level of support available to young people to help secure and maintain a positive destination in education, employment or training post-16, whilst also helping to mitigate the impact of the emerging economic crisis and the negative effects of disrupted education in examination years, by utilising the Cardiff Commitment partnership to:</p> <ul style="list-style-type: none"> <li>• Improve the accessibility and range of post-16 learning pathways;</li> <li>• Increase the levels of youth work support and mentoring available to the most vulnerable young people;</li> <li>• Co-ordinate a Cardiff approach to the UK Kickstart traineeship programme.</li> </ul>	<p>Economic Development Update (RAG Green)A Cardiff Commitment Social Value Officer has been recruited to work with internal departments and external organisations to help develop meaningful social value that impacts children and young people or support existing project fulfil social value for example, working with Legal &amp; General to support the supply chain of the Interchange Building in Central Square deliver on their social value. Developing an initiative to encourage young people in Cardiff to get involved in debating linked in with FinTech. 8 secondary schools in Cardiff have received debating workshops and will debate head-to-head on topics relating to the FinTech industry. Partners such as FinTech Wales, Deloitte, Delio, Confused.com, PwC and Admiral are supporting. Developing a Construction Engagement programme with construction partners targeted at vulnerable learners and secondary school pupils. Supported by ISG and supply chain of Legal &amp; General Interchange project, Central Square. Developing additional 4 Business Forums with Eastern High, Whitchurch High, Ysgol Glantaf and a Business Forum supporting specialist unit across Cardiff for those with additional learning needs. Education Update (Green) Developing 'Open Your Eyes Week' activity aimed at Flying Start settings and Foundation phase – focussing on Construction, Creative, Hospitality and Health and Social Care sectors. Based on low Science, Technology, Engineering and Maths (STEM) subject retention we are developing a STEM project aimed at primary schools in Cardiff with the intention of increasing the uptake in STEM related subjects. Area of Learning Experience Forums created by our Curriculum Team linked to the New Curriculum for Wales – Expressive Arts, Humanities and Science and Technology. Working with partners to develop curriculum linked projects.</p>	<p>Green</p>
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Cardiff is a great place to grow up	Education & Lifelong Learning/ Adults, Housing & Communities	Introduce pre-16 mentoring capacity for Children Looked After to support education recovery and progression, and continue to forge links with the Bright Start programme for care leavers.	Adults, Housing & Communities Update (Green)Channels are created with regular monthly meetings.Next meeting will be to officially highlight those young people with no destination. Bright Futures Mentors to go into the schools with the LACE mentor team to meet the identified young people after Easter. Bright Start Mentor is also attending a meeting to talk about the summer placement Bright Start program, which will be targeting those in year 11 transition group. Bright Start Leaflet almost finished and being printed with Comms Team.Education Update (Green)Four Youth Mentors have been appointed to support Children Looked After. • Work has begun with allocated Looked after children who would benefit from more support• Link with Bright Start has been made• Transition from LACE mentors to Bright Start Mentoring programme still to be formalisedIn partnership with Children’s Services, the Education Directorate will review joint systems and processes around the Brighter Futures panel and the discussion about education at the earliest opportunity when a child is moving out of county. These links have been established but programme still needs to be formalised and progressed.	Green
Cardiff is a great place to grow up	Education & Lifelong Learning/ Economic Development	Deliver enhancements to the school estate through a two-year programme of asset renewal and target investment in schools that require priority action by March 2022.	Economic Development Update (RAG Green) The 2021/22 Asset Renewal programme has been delivered as planned. Attention being paid to rising costs due to market conditions and restricted key resources.  Education Update (Amber) The wider school estate has been subject to historic underinvestment, but significant improvements are being made to develop a long-term programme of work, which will allow more strategic procurement. A comprehensive asset investment plan is in place to deliver condition and suitability priorities over the next two financial years.  The target for the next financial year will be £20m.	Amber

Education &  
Lifelong  
Learning

Support mental health and emotional well-being for children and young people by working in partnership to deliver an integrated approach to emotional and mental health support by:

- Working with the Cardiff and Vale University Health Board (UHB) to continue to develop trusted referral pathways from Early Help teams into the proposed NHS Single Point of Access Emotional and Mental Health Hub by January 2022;
- Working with the Cardiff and Vale UHB to refine the role of the Primary Mental Health Specialists to ensure that children and young people access the right specialist emotional and mental support when these needs are first identified;
- Promoting consistent whole school approaches to well-being through Thrive and Nurture approaches;
- Delivering emotional and mental health support for young people through Youth Worker intervention.
- Promoting consistent whole school approaches to well-being through Thrive and Nurture approaches;
- Delivering emotional and mental health support for young

A,H&C Update (RAG GREEN) Training from Primary Mental Health Workers (PMHW) planned for Cardiff Parenting had to be re-scheduled due to availability of PMHW. This will be scheduled for 2022-23. It is planned to review the Thinking Together Conversations Framework to include the process of PMHW's offering TTCs for Cardiff Parenting, as the current process is only for Family Help.Joint referral & co-formulation process between Family Help & Barnardos Family wellbeing is in action. Family Gateway Contact Officers can make one referral that is jointly considered by both services in a weekly coformulation. One single initial assessment is made by Cardiff Parenting on behalf of Cardiff Parenting & Barnardos Family Well-Being Service & the family needs are discussed jointly. An offer of services for each family member is then made to the family. The aim is to provide a smoother process for the family, with services built around prioritising family need for each family member & Service involvement sequenced to be most impactful.Discussions with the NHS Single Point of Access for children & young people with emotional mental health needs, about agreed referral pathways are ongoing, which also includes representatives from the Schools InReach Service. Consent to share information is an outstanding issue, which once resolved, will enable the SPOA to refer families directly to the Family Gateway rather than signposting them to make contact themselves. This will assist those families who are unlikely to make contact themselves because of a lack of confidence, or other underlying emotional and mental health issues.Thinking Together Conversations Pilot with Children's Services Pre-Birth Team Regular TTC's were offered to Childrens Services' Pre-Birth Team by Educational Psychologist in Cardiff Parenting from June 2021-January 2022. The Pilot ran from June 2021 – December 2021. 7 TTC's have been held with Social Workers (2 of these also included the Perinatal Team). All Social Workers reported improved confidence in planning next steps for their casework after the Thinking Together Conversation (Average score pre-conversation 5.25 and average score after conversation 8.25 - on 5-point scale).Education UpdateChildren and young people's mental health resilience projectSince October 2019 the Resilience Project has achieved the following:

- Education staff requested support for 181 children and young people, who received a professional consultation.
- 177 families have been supported through direct intervention (Resilience Project and through other health teams).
- 938 education staff including school nurses received training.
- 45 resources developed for educators, parents/ carers and children and young people.
- 13 YouTube resources produced that have been watched 2,468 times.
- 33% of children and young people receiving a consultation or formulation for the Resilience Project indicated a key theme of the request related to a developmental trauma.Youth ServiceThe service has increased participation across the service and thereby strengthened the voice of young people. Important developments in partnership programmes have increased inclusion.Partnerships with fifteen voluntary sector partners and joint training programs have resulted in improved resilience and wellbeing of many young people.Whole school approaches to well-being through Thrive and Nurture approaches The LA is engaging with the Starting Well partnership to map effective pathways for children and young people with the Whole School Approach at it's heart.The Inclusion team has recently created links with relevant professionals and held presentation session to introduce them to the service. The new SPOA system has now been implemented and collaboration has begun to establish regular joint forums where both agencies will share information on learners that are known to both services. This is work is currently very early stages but is a positive step in the right direction to creating a fully joined up approach between services

Green

people through Youth  
Worker intervention.

Education &  
Lifelong  
Learning/  
Adults,  
Housing &  
Communities/  
Children's  
Services

Ensure that the support requirements of vulnerable young people are identified early and responded to by:

- Strengthening the application of Vulnerability Assessment Profiling to include integration with Youth Justice Service caseloads;
- Adopting the joint Education and Children's Services Adolescent Strategy;
- Ensuring equitable and inclusive access to education for all, through the delivery of the EOTAS Improvement and Ensuring Access Plans;
- Implementing the Early Help referral pathway into the Violence Prevention Service and assess its effectiveness in preventing children and young people's involvement in violence through early intervention and prevention;
- Participating in the mapping, design and implementation of the Early Help element of the Vulnerability Change Project led by South Wales Police;
- Strengthening the relationship between the Early Help teams and the Youth Justice Service, through developing a clear referral pathway and

Children's Services Update (Green) New post created for Youth Justice Service (YJS) Education Liaison Officer – will sit within education and will monitor the YJS caseload from an education perspective – to ensure they are receiving appropriate education provision and that this continues when YJS involvement ends. Education Update (Amber) The appointment of the new Education/YJS link officer will have the remit of strengthening the VAP by integrating the YJS factors into the assessment as well as acting to remove barriers to education. The Voice of Young people on Safeguarding (Previously the adolescent strategy) has been launched and the goals form the basis of working with partners through partnership grants (Youth Innovation Grants), community groups (Youth Action Groups) and the SAFE operational group. A comprehensive assessment of children and young people with educational engagement risks has been completed and is monitored and actioned (Ensuring Access Panel). EOTAS improvement plans are on schedule with notable developments in data collection and reports, Quality assurance and learner tracking/monitoring. Adult Services, Housing & Communities Update (Green) A meeting was held between Cardiff Parenting and YJS colleagues. Dates planned for April and May for briefings for both services and to introduce Thinking Together Conversations to the YJS case management team; the aim being to trial the use of Thinking Together Conversations for YJS from Cardiff Parenting, to identify themes in requests. Cardiff Parenting would also like to identify any training needs that could benefit from input from YJS. This will allow a focus on any staff training needs and to clarify what ongoing offer between the two services would be most useful to casework with families.

Amber

identifying opportunities  
for joint working.



<p>Cardiff is a great place to grow up</p>	<p>Adults, Housing &amp; Communities/ Children's Services</p>	<p>Continue to reduce the impact of adverse childhood experiences on children's well-being by developing new ways to review and monitor progress and impact of the Family Gateway, Family Help and Cardiff Parenting teams by March 2022.</p>	<p>A,H&amp;C Q4 Update (RAG GREEN) Review of Distance Travelled framework  Distance Travelled - This year, Cardiff Parenting piloted the use of the Parental Reflective Functioning Questionnaire as a new standardised tool for measuring impact in psychology-led interventions. Advice was obtained from the authors with regard to its complex scoring system. Looking at the 2021/22 data &amp; its value of use with families, we have decided not to use this as a tool with every family and instead will only use if appropriate. To allow us to collect data sets, we have established a set of frequently used standardised tool as pre- &amp; post-measures within each team within Cardiff Parenting. These are all shown on the Distance Travelled Framework. Youth Participation Standards &amp; Families First Quality Award  The evidence portfolio for the Youth Participation Standards is currently being finalised before formal submission for assessment. The portfolio for the Families First Quality Award has been formally submitted and a final assessment visit with the allocated Assessor is taking place on 5th April. This will involve staff and key partners who work alongside the service.  Cost Saving/Cost Avoidance  All teams in Cardiff Parenting have been trialling the cost saving tool, including establishing internal standardisation which was fed back to Wavehill. The East Family Help team have also been trialling the cost saving tool for cases that have reached the point of closure. From April 2022 this tool will be completed with all Family Help cases that have engaged in an intervention with the team.  A Cost Avoidance recording guidance document has now been issued by Wavehill &amp; a MS Form has been created to input data on cost saving for each piece of casework. The number of cases this is being used for is increasing and the aim is to use it consistently from April 2022. For Cardiff Parenting, case notes have also been added to Paris (UHB case recording system) to allow for the recording of signposting/refer on, a category in the Cost Saving Tool.  Thinking Together Conversations Pilot with Children's Services  One locality Team in Children's Services was offered weekly Thinking Together Conversations from Educational Psychologists in Cardiff Parenting from October 2021-January 2022. Cases were identified where child was on CPR for 9 months. All Social Workers reported improved confidence in planning next steps for their casework after the Conversation (average increase from 6.38 to 8), and all were likely (average 8.13 on 10 point scale) to apply the contents of the conversation to future casework.</p>	<p>Green</p>
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Children's  
Services/  
Education &  
Lifelong  
Learning

Implement the renewed Corporate Parenting Strategy 2021-24 action plan to improve outcomes and well-being for Children Looked After.

Children's Services Update (Green)  
The Operational Group continues to meet, with the focus on delivering actions that will have a positive impact for children looked after in line with the priorities in the Corporate Parenting Strategy. Attendance and engagement from the group has been positive, and membership has increased to include representation from Cardiff University, the Department for Work and Pensions and HR. Examples of how we are meeting the 5 priorities are set out below:  
Priority 1 – improving emotional health and wellbeing - a set of practical cooking lessons have been organised to help care leavers to cook healthy meals on a budget. Working with local dieticians, young people are provided with recipes and are given nutritional information as well as an opportunity to work towards an accreditation. The programme is looking to be expanded to foster carers, kinship carers and children's homes.  
Priority 2 – improved relationships - a charter has been developed with the Children's Social Care Research and Development Centre (CASCADE) and the National Youth Advocacy Service (NYAS) which outlines the commitments from local authorities to young parents who have left care. Consideration is being given to how to monitor the impact of the charter.  
Priority 3 – stable home in and after care - duffel bags have been sent to social worker hubs for staff to have to help with emergency placement moves for young people, helping to maintain dignity. This will be rolled out further as part of the My Things Matter Campaign which will be signed up to and promoted at next quarter.  
Priority 4 - education and training – Cardiff University, the Looked After Children Education team and Children's Services have been working in partnership to offer a university (higher education) awareness pilot programme for young people in KS4/5, who are care experienced. Initial discussions have taken place with First Campus manager for Cardiff University to develop clear pathways for care experienced young people to access higher education and local schools have been identified to take part in the First Campus programme.  
Priority 5 – celebrating young people – a photo exhibition was held in Cardiff City Centre to show the work completed by care leavers, several photos were shown on display with narrative showing the experiences of young people. These photos were based around 6 themes identified by young people - identity, belonging, being prepared, voice, aspirations, and ongoing support.  
Other progress includes:  
• Links have been made with Cardiff University research department CASCADE to provide a paid work experience placement opportunity to care leavers. The placement would provide an opportunity to learn and develop administrative and research skills. Links been made with Personal Adviser team and Into Work team.  
• A new social value officer has been recruited as part of the Cardiff Commitment team. The role focuses on working with local businesses and organisations to provide opportunities for children and young people.  
• Discussions have taken place with a local construction company to provide work experience to care leavers.  
• A cohort of young people took part in a programme to develop basic DIY skills, helping to help support independence but also give an insight into construction industry.  
• An engagement session was held with members of the Bright Sparks group and the chair of the Corporate Parenting Advisory Committee. The young people shared their experiences and discussed the Corporate Parenting Strategy. Feedback from the session was very positive.  
Education Update (Amber)  
In their final report, Estyn noted that the local authority works well with other directorates and partners to provide support for children who are looked after. The corporate parenting strategy is supported by a comprehensive action plan which clearly outlines the responsibilities across directorates such as education, housing and children's services and partner agencies including Cardiff and Vale University Health Board and South Wales Police.  
Adult Services, Housing & Communities Update (Green)  
The final unit of accommodation is yet to be live for use but is expected at the start of the next financial year. A report on savings to date has been produced and shared with relevant partners.

Amber

## Well-being Objective 2 – Cardiff is a Great Place to Grow Older

Wellbeing Objective	Lead Directorate	Step	Q4 Updates	Q4 RAG
<p>Cardiff is a great place to grow older</p>	<p>Adults, Housing &amp; Communities</p>	<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 outcome-based indicators to support understanding of the human impact of the services being offered by June 2021.</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> </ul>	<ul style="list-style-type: none"> <li>• St Isan Identified as North Cardiff locality building. During Quarter 4 this building has been prepared ready for hand over to Cardiff council on 1/4/2022.</li> <li>• Due to frontline service pressures and difficulties in recruitment and retention, the development plans have been modified to have less interaction with teams during Quarter 4. This has allowed the teams to prioritise service delivery during increased winter pressures.</li> <li>• The implementation of the locality approach is in progress and the LA Teams are meeting to agree implementation plans for locality working in the North of Cardiff, we are also awaiting guidance from the integrated health and social care partnership on the interdependencies of the @home programme in relation to developing integrated localities, with regard to a co-located or integrated Health and Social care team.</li> <li>• In Quarter 4 Cardiff Council expanded their GP cluster MDT support to North and East, building on the success of the South West cluster.</li> <li>• Review of Direct Payments is being undertaken and the project group has been set up to look at more operational matters such as policy to review how we work with family members who are employed under direct payments.</li> <li>• Training is being developed for all Social Work staff. Information is being developed alongside this to ensure what is being shared is consistent. This work will continue into 2022/23</li> <li>• Review of paperwork is underway and we have commissioned an outside organisation to undertake reviews of wellbeing assessments and review paperwork. This will support the changes in regulations regarding Liberty Protection Safeguards and support the implementation of Eclipse</li> </ul> <p>Status is amber due to delays outlined above.</p>	<p>Amber</p>

Cardiff is a great place to grow older	Adults, Housing & Communities	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.	<ul style="list-style-type: none"> <li>• Accreditation and enrolment requirements have been signed off.</li> <li>• Domiciliary specification is complete.</li> <li>• The Officer Decision Report has been signed off for fee setting strategy.</li> <li>• Onboarding to the new Dynamic Purchasing System is ongoing.</li> <li>• On boarding of the New Approved Supplier List is ongoing.</li> </ul>	Green
Cardiff is a great place to grow older	Adults, Housing & Communities	<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 inter-generational 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</li> </ul> </li> </ul>	<p>Works to Broadlands House are continuing to progress well.</p> <p>The new doors in Minton Court will be completed in the next quarter.</p> <p>The tender process to appoint a contractor for the Riverside Community Living project is underway with initial Expressions of Interest's returned. Formal Invitations To Tender documents will be issued to bidders in April with final tender returns due at the end of May.</p> <p>The tender pack required for the Bute Street scheme is nearing completion ahead of issuing Expressions of Interest. An updated Masterplan has been agreed for the Michaelston College wellbeing village project and pre-application consultation has taken place.</p> <p>The Rehousing Solutions Team has been reviewed and the existing structure remains with no changes - the current temporary posts have been extended until end of September 2022. Following that there will be a full review of the team.</p> <p>Extra Care has now been incorporated into the housing waiting list, although still to be allocated by Adult Services. Work is ongoing to ensure this is administered effectively.</p> <p>Community Living schemes are being allocated in line with new arrangements, the success of this will be reviewed in the coming year.</p>	Amber

people and those with physical disabilities by June 2021.

- Improving the current use of existing Community Living and Extra Care schemes including:
  - Reviewing the current allocation criteria for Community Living and Extra Care, and developing a single waiting list by September 2021;
  - Promoting Extra Care housing as an alternative to residential care and a step-down from hospital by September 2021.

Cardiff is a great place to grow older	Adults, Housing & Communities	<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 by March 2022.</li> </ul>	<p>Consultancy support has been undertaken in Quarter 4 to create an options appraisal and review of technology enabled care in Cardiff. The existing Telecare offer has been reviewed.</p> <p>This work will continue into Quarter 1 of 2022/23 to implement the recommended improvements from the review.</p> <p>“AskSara” has been procured by Cardiff Council. An online assessment tool that will be accessible via Cardiff Councils Webpage to provide information about equipment that can support people to live independently and are able to self fund. It is anticipated that “AskSara” will go live in early Quarter 1 2022/23. Future development of “AskSara” will allow Citizens to contact the Joint Equipment Store</p> <p>Status is amber due to delays outlined above and work being taken into 2022/23.</p>	Amber
Cardiff is a great place to grow older	Adults, Housing & Communities	<p>Reduce the number of people accessing acute, residential or nursing care across Cardiff by reviewing the approach to re-ablement 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>After a review of Occupational Therapy (OT) service provision, a new Rapid Response OT Role was introduced in Quarter 4. The role is a dedicated resource providing urgent 48 hour assessments to prevent hospital admission or avoid break down of care. This dedicated role provides greater efficiency in handling urgent cases. In addition to the above and due to the carer recruitment crisis, the role also supports informal carers with equipment and adaptation provision whilst awaiting long term packages to be sourced.</p> <p>The community OT working in the hospital has also been actively working with Social Care and Health Colleagues to review care needs prior to discharge. The role has to date prevented 225 care hours.</p> <p>Work is underway to formalise relationships with OT working in a trusted assessor approach – engaging OTs earlier in both community and hospital settings. Decisions regarding residential care support is not wholly based on the OT review but this is an important part of planning.</p> <p>Review is underway of work done at discharge to assess and discharge to convalesce and this will continue into 2022/23.</p> <p>A review is underway regarding how we can use extra care providers to offer wider respite support to people and reduce people going into acute placements in residential care settings, taking a more proactive and supportive approach to ensure individuals remain independent for as long as possible. supportive approach to ensure individuals remain independent for as long as possible.</p> <p>Status is amber due to some work being taken into 2022/23.</p>	Amber

Cardiff is a great place to grow older

Adults, Housing & Communities

Work to become an Age Friendly City by identifying opportunities for people to be integrated in their local communities by:

- 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;
- Engaging with communities to develop volunteer and income-generating opportunities and appropriate educational and training programmes;
- Providing housing that is safe and adaptable to personal preferences and changing capacities;
- Engaging with older people to provide opportunities for their active participation in the formulation and implementation of policies that directly affect their well-being.

Cardiff has now become the first authority in Wales to achieve membership of the World Health Organisation Global Network for Age-friendly Cities and Communities.

An evaluation framework of the Cardiff: Working Towards an Age Friendly City Action Plan has been developed over the quarter in collaboration with partners and stakeholders. This will be communicated widely shortly.

A yearly overall evaluation will be undertaken as well as quarterly progress reports in the new year. The interim progress statement for Cardiff's local toilets strategy has been completed, submitted to Welsh Government and is now publicly available on the Cardiff Council website.

Green

Adults,  
Housing &  
Communities

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:

- 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;
- 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;
- Promoting opportunities for older people to engage directly with younger people to develop skills, share experiences and build friendships.

A,H&C Q4 Update (RAG GREEN)

Day Centres are now open at weekends to offer wider support and to offer a quality experience to those who need it.

Day Centres have a different approach that is more dynamic and is supporting reducing isolation for those with higher disabilities. For those with lower assessed needs referrals continue to be made to the day opportunities team for support.

The Day centres have introduced the following:

- Pedal Power; taking service users to the hubs which enables them to join in the activities and meet people at the dementia cafes. Outings to parks and shops have also been arranged.
- The day Centre buildings now have Wi-Fi access, tablets are used to engage the service users and connecting them with family members living outside of Cardiff.
- Rise provide regular adapted fitness, sports and dance activities.
- Weekly gardening / DIY group has been set up.
- Baking sessions have been introduced and encourages service users to talk about and share their favourite recipes
- Outdoor walking groups have been introduced in Rhydypennau, Llanrumney and Radyr Hubs.

Green



<p>Cardiff is a great place to grow older</p>	<p>Adults, Housing &amp; Communities/ Education &amp; Lifelong Learning</p>	<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;</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>	<p>A,H&amp;C Q3 Update (RAG Green)</p> <p>Covid restrictions have prevented progress on the action for this quarter – although the pilot pen pal scheme has been very successful.</p>	<p>Green</p>
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## Well-being Objective 3 – Supporting People out of Poverty

Wellbeing Objective	Lead Directorate	Step	Q4 Updates	Q4 RAG
Supporting people out of poverty	Adults, Housing & Communities	<p>Better support people into work by further integrating employment support services and working with partners when new schemes are developed. This will include:</p> <ul style="list-style-type: none"> <li>• Providing robust, remote into work support when face-to-face provision cannot be provided, including reducing digital barriers by accessing external funding for kit and internet access;</li> <li>• Reviewing into work support for care-experienced young people to ensure it is meeting their needs by October 2021;</li> <li>• Fully aligning the Into Work Pathway team with Cardiff Works, ensuring that there is a flow from training to volunteering and then into work by December 2021;</li> <li>• Working with the Department of Work and Pensions and Careers Wales on new flagship schemes post-pandemic, creating effective referrals to and from the Into Work Team to best meet the needs of the job seeker;</li> <li>• Supporting the Council's Economic Recovery</li> </ul>	<p>Youth and Adult Mentors Team have provided Careers Wales Senior Managers with updated information on eligibility criteria for all employability projects. Online information sessions were also delivered to the wider Careers Wales team which resulted in an increase of referrals to Into Work.</p> <p>Gateway Team together with Adult and Youth Mentors teams have worked closely with Department of Work and Pensions (DWP) Senior Managers and have a regular weekly presence in all three job centres in Cardiff providing Into Work awareness and support to interested individuals. This resulted in referrals made by DWP of those not already engaging with the Restart/ Job Entry: Targeted Support (JETS) projects.</p> <p>The Adult Mentor Team has been regularly feeding DWP Senior Managers with information regarding their caseload to avoid/reduce duplication with the mandatory Restart/Jets programme.</p>	Green

Taskforce, ensuring that into work support is used to mitigate some of the impacts of the economic downturn, especially for the most vulnerable.

Supporting people out of poverty

Adults, Housing & Communities

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

- 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;
- Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need;
- 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;
- Working closely with Cardiff Foodbank to understand the impacts of more clients claiming Universal Credit on food support, escalating any issues identified;
- Identifying additional funding for the Money Advice team to expand the service and meet demand as Universal Credit

The Money Advice Team have been researching new ways to expand their services with inclusion of more schools. Additional funding to support the team has been provided due to the pressures following on from Covid.

The team have also agreed to start returning back to Jobcentre Plus locations.

Green

		claimants continue to rise as a result of the pandemic.		
Supporting people out of poverty	Adults, Housing & Communities	Deliver a new skills hub in the city by June 2021 to provide on-site construction skills, apprenticeships and employment within the sector.	Year 1 progress reviewed with the Construction Industry Training Board (CITB) and stakeholders and partners via the Onsite Construction Academy (OCA) Steering Group. Project starts, job starts, sustained employment and sustained employment for under-represented groups are all over target. Training offer will be expanded to include new courses e.g. groundworks and Personal Track Safety (PTS), a railway safety training course. In partnership with Cardiff & Vale College, employer pledge to be launched in Year 2 Quarter 1 to formalise employer engagement and strengthen intelligence on pipelines of work around the region. Promotional webinars to stakeholders and partners to be scheduled for each quarter. Measures to improve quality of referrals and regional course attendance already enacted through refined requirements for referrers/partners.	Green

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,

There have been some delays with the delivery of homeless accommodation for single people at Adams Court. Phase 1 was completed on 14th March and residents have moved in. Phase 2 will now be delivered in August 2022.

Expansion of the Housing First scheme has continued with 32 units of accommodation now in the scheme. This is a mixture of both private and social homes. There is currently a lack of affordable privately rented accommodation in Cardiff and this is hampering efforts to bring more privately owned properties on to the scheme.

The SAIL (Supported Accommodation Independent Living) project is continuing to support people to move on to permanent accommodation in the social sector. In addition, a new project providing 51 units of accommodation will support single homeless people who are ready for permanent independent living. Handover of the project is due in early May, with the first clients moving in in June.

The Real Change and Give Differently campaigns are being evaluated as part of the Street-Based lifestyles meeting. The schemes are under review, particularly given the recent economic pressures. This work will be taken forward into 2022/23 including how we can promote the schemes more widely, particularly in the suburbs of the city. We will continue to consult with local residents on this.

The Harrison Drive temporary accommodation scheme will be delivered in 2023.

Status is amber due to delays outlined above, with some work being carried over into 2022/23.

Amber

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;

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.

#### Hostels:

Despite not having a full complement of staff The Diversionary Activities service have still managed to provide opportunities to all clients referred across the service area and in sister projects such as Housing First in the community.

Building people's confidence, skills and abilities in house, leading them to attend partner organisations independently in the community. On review of the current 'in hostel' curriculum it is recognised for the need to bring in more formal learning to the hostel environment that will accredit people for the advances they have made throughout their time with the service.

The team are currently in negotiation with the Adult Learning Team on devising learning materials around the most vital subjects that clients need help with such as, substance misuse, understanding tenancy and budgeting, mental wellbeing, physical health and nutrition.

Diversionary Activities and Adult Learning have collaborated on a grant application for a tablet lending and gifting scheme that will compliment the education being rolled out. If the bid for the grant is successful then the service will be able to supply clients with the tools they need to take part in education not just in a formal class environment but at home in their accommodation. In addition to the tablets, the bid includes funding for a Digital inclusions Officer who will run the lending and gifting scheme throughout the service and will conduct education workshops around the fore mentioned courses.

#### Community Projects:

Throughout the year there have been many successes in taking clients to community projects and activities, working closely with partners to get as many people engaged in meaningful activities as possible. The most popular activities have been around sport and leisure. Partner hostels have also recognised this, however not all spaces that have been available have been attended wasting resource. The service has partnered with Cardiff Met and Sport Cardiff to mitigate the issues around full attendance and will be offering free spaces that are available to Diversionary Activities counterparts at our partner hostels such as, The Huggard, Salvation Army, YMCA, Oasis etc.

#### Peer Mentoring:

A Peer Mentor pilot project has been trialled with partners at Platform. This had some success in helping clients that are referred to Multi-Disciplinary Team (MDT) to be more integrated into the community through the assistance of a mentorship. Due to a small number of appropriately experienced Peer Mentors, unfortunately the service did not reach as much clients as predicted. Therefore, the Diversionary Activities team and Platform will be reviewing the pilot ready for the new financial year. This project will be closely linked to the new Community Response Offer role who will focus on clients who are being exploited in the community, through issues of county lines, cuckooing and domestic abuse.

#### Volunteering:

A Diversionary Activities Officer has been employed, whose focus will be to find, delivering and signposting to volunteer opportunities through community and partner organisations utilising recourses such as Cardiff Council Volunteer portal.



The projects will have 3 elements:

Client Volunteer – Help clients find opportunities in house and within the community.

Community Volunteer – Members of the public and/or community and faith groups to deliver one off or multiple, iterative activities as part of a wider curriculum.

Professional Volunteers – Utilising people from other universities or other applicable professions who can gain experience through placements or extracurricular work agreed between the development team and/or line managers.

Supporting people out of poverty	Resources	<p>Play our role in creating a Living Wage City by encouraging and supporting organisations to become accredited Living Wage employers.</p>	<p>The Living Wage City Steering Group received a progress report in March on latest progress against key targets. There are now 165 accredited Living Wage employers in Cardiff. A new Living Wage City Action Plan for 2022-24 which set new targets was approved in March.</p> <p>The Living Wage Accreditation Support Scheme continues to be promoted and the action plan contains target sectors, with offer of support to these to encourage accreditation. The Council have continued to support PSB members to accredit to the scheme, including South Wales Police, who were accredited in 2021/22 and South Wales Fire, who are near reaching accreditation.</p> <p>A Social media campaign was delivered around St David's Day based around "Do the little things" with a similar campaign planned for May Day.</p> <p>The Living Wage City Steering Group has been shortlisted for an award in the Local Government Chronicle Awards.</p>	Green
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<p>Supporting people out of poverty</p>	<p>Resources/ Adults, Housing &amp; Communities</p>	<p>Support people into work by:</p> <ul style="list-style-type: none"> <li>• Creating 125 paid apprenticeships and trainee opportunities within the Council by March 2022;</li> <li>• Filling over 3,000 Council posts through placements from Cardiff Works;</li> <li>• Supporting 850 people into work with tailored support by the employment gateway.</li> </ul>	<p>Resources Update (Green)</p> <p>Overall position at the end of Quarter 4 is:</p> <ul style="list-style-type: none"> <li>• 183 Apprentice &amp; Trainee Opportunities have been provided including xx Corporate (funded) Apprentice &amp; trainee roles.</li> <li>• 32 Kickstart Corporate trainees were appointed</li> </ul> <p>Recruitment continues for apprentice and trainee posts for those advertised in Quarte 3. Plans are being developed for next year's scheme</p> <p>A,H&amp;C Q4 Update (Green)</p> <p>The CardiffWorks application &amp; assessment process is now completely digital. To register with CardiffWorks, candidates express their interest on our website and CardiffWorks then issues them an online application form to complete. (By downloading the Working For Cardiff app, this application form can also be completed on a mobile).</p> <p>Candidates will then be issued a link to complete two online assessments, a finance test and a typing test. This has greatly reduced the amount of time it takes a candidate to register with CW, as the candidate is only required to attend our office once for a Right to Work check, rather than having to wait for an appointment to sit an assessment etc as in the past. Candidates can also complete the assessments at the place and time of their choosing.</p> <p>In order to help bring the expanded Into Work team into collaboration with CardiffWorks the CardiffWorks Ready Project was created. This is a project to provide intensive mentoring, training &amp; work opportunities to candidates hoping to register with CardiffWorks but who do not feel confident about the assessment. As part of this project a 'Get Into CardiffWorks' course was created as an alternative pathway to register with us. This course teaches candidates the essentials of working an admin role and a CardiffWorks placement. CardiffWorks has collaborated closely with Employer Liaison throughout the year, on various schemes including recruitment drives and job fairs.</p> <ul style="list-style-type: none"> <li>• Into Work has brought together the expanded team creating pathways to support individuals from adult learning, volunteering to temporary employment. All volunteers are provided with a distinguished enrolment programme, including the opportunity to sign up to specific Adult Learning related courses such as Customer Service, First Aid and Food Hygiene. Volunteer Mentors assist volunteers sign up and register for Cardiff Works – accessing temporary internal recruitment opportunities. In addition, Adult Learning have developed a week long training package to support vulnerable individuals sign up with Cardiff Works as an alternative to the assessment.</li> <li>• The pathway teams have been directed by current local labour market teams, currently providing an intense focus on the social care industry. Adult Learning currently deliver a fortnightly training package – 'Get into Care' to support recruitment within the field. Using the Together for Cardiff banner, the volunteering team support with the recruitment of volunteers for third sector organisations – Age Connects and British Red Cross.</li> </ul>	<p>Green</p>
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## Well-being Objective 4 – Safe, Confident and Empowered Communities

Wellbeing Objective	Lead Directorate	Step	Q4 Updates	Q4 RAG
<p>Safe, confident and empowered communities</p>	<p>Economic Development</p>	<p>Support grass-roots and community sports by:</p> <ul style="list-style-type: none"> <li>• Working with partners and stakeholders through the joint venture with Cardiff Metropolitan University and Sport Cardiff to identify clubs at most risk and in need of support and to develop post-Covid recovery plans that ensure both short-term and long-term sustainability;</li> <li>• Working with partners to develop strategic plans for the development of sport and physical activity through until 2021/22 that secure increases in participation, attract investment, improve health and inequality, and ensure sustainability of provision;</li> <li>• Developing and embedding an approach for Community-Focused Schools to ensure access for local community sports clubs and organisations and increase participation whilst improving opportunities in extra-curricular time.</li> </ul>	<p>Post Covid-19 Recovery Plans - Welsh Government and Sport Wales have closed their Covid Club Support grants and will be able to provide a report in Quarter 1, 2022/23. In 2022/23 we will be administering a new Club Support grant scheme aimed at helping clubs with match funding for Capital Schemes. Sport Cardiff Met will continue to administer the Community Chest small grants scheme.</p> <p>Sport Strategy - Cabinet and Scrutiny approved the Physical Activity and Sport Strategy.</p> <p>Community Focussed Schools - Work with the School's Organisation Planning team is ongoing and GLL are supporting the Cantonian High School project to relocate all PE and games provision to Fairwater leisure centre. Boxing Club provision will be displaced from Cathays High School to a temporary facility until a permanent home is built.</p>	<p>Green</p>

Economic Development

Improve our parks and public spaces by:

- Growing the number of parks in Cardiff which receive the Green Flag Award – the international standard for the management of parks and green spaces;
- Working with partners in order to bring forward overarching proposals for increasing Cardiff's tree canopy, as part of the One Planet Cardiff strategy, by July 2021;
- Undertaking a fundamental review of the allotment strategy in conjunction with stakeholders of the service to ensure fitness for purpose and to respond to emerging issues;
- Promoting the benefits and supporting the development of the volunteer movement, through the Friends Forum and community based platforms;
- Implementing a renewal programme for improving playgrounds through until 2021/22;
- Working in partnership with Welsh Water to bring the Llanishen Reservoir site back into use for sailing and other recreational purposes.

Green Flag Parks - Management plans submitted for all sites including the submission of Hendre Lake.

Increasing Cardiff's Tree Canopy - 2021/22 Planting events have been completed. We are on schedule to have planted 8 Hectas (Ha) of new woodland areas across the city. 234 individual volunteers participated in these planting events and this should be 368 by the end of this seasons programme. We have also had partners involved from Housing and the broader Parks Team – we couldn't have achieved this without them.

Review the Allotment Strategy - The Allotment Strategy was approved at the Cabinet meeting on 10th March and considered by the Economy and Culture Scrutiny Committee on 9th March.

Volunteer Movement - Individual and community Volunteer Groups have been active during Q4, many being involved in tree planting across the city.

Improving Playgrounds - Income fee target met and exceeded. A comprehensive programme has been completed with a forward plan for 2022/23 in place. An end of year report will be presented to Cabinet Members for Sport and Culture and for Finance in April.

Llanishen Reservoir - Delivered a community engagement and education programme during 2021/22. Over £9000 of volunteer time has been delivered to the project in the first 2 years - a mix of unskilled volunteering valued under Lottery approved rates including bird surveys and conservation work.

60 pupils from Ton yr Ewen Primary visited the site as part of the education programme.

A community survey was conducted on signage and interpretation plans for the site which had over 2,000 responses. Stakeholder groups, such as the Reservoir Action Group and the Friends group, were consulted to collate information on heritage relating to the reservoir site.

Green

Safe, confident and empowered communities	Economic Development	<p>Maintain the long-term future of our leisure centres by:</p> <ul style="list-style-type: none"> <li>• Reviewing the Leisure Services contract with GLL by December 2021 to ensure the sustainable delivery of the contract over the full term;</li> <li>• Developing a plan for Pentwyn Leisure Centre to remove the operational deficit by 2022.</li> </ul>	<p>Leisure Services Contract with GLL - Local Partnerships review complete and report finalised. A report will be taken to Cabinet in 2022/23 to consider the recommendations. The recommendations will then be tested by Legal and Procurement for a contract variation. Audit Wales have set out their review programme to be concluded at the end of Quarter 1, 2022/23. There are positive signs of recovery across the GLL business in the UK with Cardiff following suit. Early indications of a return to normal attendances are positive.</p> <p>Pentwyn Leisure Centre - Delays to the design specification and structural engineering reports in Quarter 4. A Planning application will be submitted in Quarter 1, 2022/23. The programme of delivery will be set out in Quarter 1, 2022/23. The centre has been reopened by GLL for community use of the main hall. The NHS have fully reinstated the centre following use as a vaccination centre.</p>	Green
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Safe, confident and empowered communities	Performance & Partnerships	Implement with partners a targeted approach to tackling crime and anti-social behaviour in Butetown and Splott as identified priority areas in 2021.	<ul style="list-style-type: none"> <li>• Work of the ORB (Off-Road Bikes) group is now been aligned with the Problem Solving Group and a clear reporting process has been promoted amongst partners and residents. The South Wales Police Community Safety Team have taken ownership of all Off Road Bike reports across the city, providing a centralised point for intelligence analysis and identifying new behaviours of riders crossing areas of the city. Going forward a new pilot approach will see the use of South Wales Police Off Road Bike App which will both allow logging of, and access to intelligence on riders and bikes e.g. distinctive items of clothing. This will be shared amongst partner officers on the ground to link individuals or bikes to addresses. Once an address has been identified, there will be a joint visit by relevant partners e.g. South Wales Police, Housing Officers, Environmental Enforcement Officers, to take any relevant action.</li> <li>• A Street Based Lifestyles Operational group has been established, meeting fortnightly to review intelligence and establish hotspots where drug use and street based lifestyles are disproportionately impacting public spaces. Since inception the group has assessed seven hotspots and carried out a range of partner lead action to resolve the issues in three. Work remains ongoing over the remaining four areas and the work of this group will be promoted across the Community Safety Partnership, encouraging partners to nominate any new areas of concern. Successful interventions will also be logged as good practice and new innovative approaches will be explored over the 2022/2023 financial year.</li> <li>• A drug litter audit trail around Adams Court has been completed using the Epicollect5 app endorsed by Keep Wales Tidy. Activity and lessons are currently under evaluation to establish any value in continuing this more broadly in future.</li> <li>• The Area Based Working approach has now been incorporated into the work of the Problem Solving Group which has been successful in creating a platform for partners to identify and resolve situational based issues using the police OSARA (objective, scanning, analysis, response and assessment) model. This work stream is currently due for review by participating partners and and adaptations or revision to the Terms of Reference will be shared amongst the Community Safety Partnership.</li> <li>• A Community Payback scheme is to be trialled in Cathays, painting over graffiti in suitable locations using a pool of offenders regularly working at Cathays Cemetery. Scoping for potential sites took place 30th March and a roll out for offenders to attend and paint over graffiti will be confirmed shortly.</li> </ul>	Green
Safe, confident and empowered communities	Performance & Partnerships	Work in partnership with the Violence Prevention Unit at South Wales Police to develop an enhanced preventative approach to tackling violence and organised crime by December 2021.	<p>The focus of the Violence Prevention Group in Quarter 4 will be to use the data and intelligence from dashboards to inform the subgroup, reflect upon key priorities and start to draw out key themes that will influence the Strategy.</p> <p>The Data and Intelligence picture needs to be strengthened with the Offender Manager and Violence Prevention Unit Dashboards. The Community Safety Dashboard will be trialled with partners once they are signed up to the data sharing agreement.</p>	Green

Safe, confident and empowered communities	Performance & Partnerships	Implement the Cardiff PREVENT Strategy by September 2021.	<p>All safety and leadership projects have been completed with positive feedback and good attendance. Evaluations will be submitted to the prevent partnership group for discussions and sign off.</p> <p>The bid for 2022/23 has been informally agreed by the Home Office and is awaiting ministerial sign off. The full bid was approved and will include safety and leadership groups for young boys and mothers and 4 locally commissioned third sector projects which will include working with Oasis, Llanrumney Boxing Club, Cardiff City Foundation and the GOT (Getting on Together) project and WISE kids, and a range of training targeted at cohorts of staff such as youth services and social workers.</p>	Green
Safe, confident and empowered communities	Performance & Partnerships	Continue to deliver the Inclusive Cities project	<p>Attended a meeting with inclusive cities network to review our phase 2 action plan.</p> <p>Running coordinations groups to prepare for homes for Ukraine scheme for the city.</p>	Green
Safe, confident and empowered communities	Performance & Partnerships	Progress the Race Equality taskforce and report on progress to Council and Cabinet.	<p>All Taskforce Sub-Groups met this quarter – Employment and Representative Workforce, Citizens' Voice, Education and Young People, Health, and Criminal Justice.</p> <ul style="list-style-type: none"> <li>•The final meeting of the Taskforce was held in Quarter 4 and a Report of the Race Equality Taskforce was produced and received by PRAP, Cabinet and Full Council outlining the full body of proposals accepted by the Taskforce to promote race equality in Cardiff.</li> </ul> <p>An action plan for implementation of Taskforce recommendation is being created to monitor progress.</p>	Green
Safe, confident and empowered communities	Performance & Partnerships	Implement the Welsh Government's Community Cohesion Delivery Plan.	<ul style="list-style-type: none"> <li>• Recommendations have been submitted re local and national objectives for the revised Welsh Government Community Cohesion Programme</li> <li>• Cohesion based projects coordinated and delivered through the medium of sport. This includes facilitation of new football based activities for young persons in several areas of Cardiff. These sessions focus on cohesion principles that have brought young persons from different neighbourhoods together to work and play alongside each other; other positive results have included a decrease in reported anti-social behaviour.</li> <li>• Partnership work with Council colleagues and Cricket Wales re Cohesion cricket based engagement opportunities with young persons including unaccompanied children asylum seekers</li> <li>• Photography workshops (young persons) celebrating Cardiff's diversity and history in collaboration with Coleg Gwent and local community based photographers</li> </ul>	Green



<p>Safe, confident and empowered communities</p>	<p>Performance &amp; Partnerships</p>	<p>Promote and support the growth of the Welsh Language to help meet the Welsh Government's 'Cymraeg 2050: A million Welsh speakers' strategy by delivering Cardiff Council's commitments in the city-wide Bilingual Cardiff Strategy.</p>	<p>Recommendations following on from the independent review have been fed into the new Strategy. The new strategy was approved by Cabinet in February alongside the Welsh in Education Strategic Plan (WESP) and the strategy was approved by Full Council in March 2022.</p> <p>The strategy will be published on the Council's website by 1st April 2022.</p>	<p>Green</p>
<p>Safe, confident and empowered communities</p>	<p>Performance &amp; Partnerships</p>	<p>Increase the number and percentage of Welsh speakers in the workforce in line with the 'Bilingual Cardiff: Bilingual Council' Policy and expand capacity to deliver bilingual services by implementing the Welsh Language Skills Strategy 2021.</p>	<p>The Bilingual Cardiff Strategy 2022-27 includes a target to increase the number of Cardiff staff with Welsh language skills to 20% of the Council's workforce by 2027. In 2021/21 909 staff members included Welsh language skills in their individual record on the DigiGOV HR system. This represents 19% of all staff registered on DigiGOV. However only 4753 staff of a total of 6474 staff have registered on DigiGOV. Based on the total number of Council staff the percentage with Welsh language skills is 14.04%. Meeting the target by 2027 will require 1295 staff members reporting they have Welsh language skills. This represents an increase of 77 staff members per year which will be achieved through the recruitment and training actions described in the Council's Welsh Language Skills Strategy. These numbers will be subject to variance as they are based on the total number of Council staff reported in 2021/22 (6474).</p> <p>The Welsh Language Skills Strategy was revised and published in 2021 to increase the number of posts in Cardiff Council advertised as Welsh Essential or Welsh Desirable during recruitment. The Strategy established reporting procedures and workplace assessments to confirm if Teams, Services Areas and Departments had sufficient capacity to deliver and maintain Welsh language services in accordance with the requirements of the Welsh language standards. A commitment was also made by Cabinet and Council to provide all staff with the opportunity to engage with Welsh language training. As a result of these measures 67 posts were advertised as Welsh essential and 648 posts were advertised as Welsh desirable in 2021/22. This represents a 158% increase in Welsh essential posts and a 108% increase in Welsh desirable posts compared with the 2020/21 figures. 838 staff members also completed Cardiff Academy's Introduction to Welsh Level 1 module which represents the entry course for staff who want to learn the language.</p>	<p>Green</p>

Adults, Housing & Communities

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:

- 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;
- Reviewing the arrangements for delivering outcome-focussed/strengths-based training to maximise participation and strengthen impact on practice;
- Embedding the Quality Assurance framework in Children’s Services case management teams;
- Embedding peer audit review processes throughout Adult Services, supported by Quality Assurance panels and champions within the service.

Children's Services - AMBER

Signs of Safety has been incorporated into the work in relation to best practice that is being developed to support staff to understand what good looks like in Cardiff and ensure consistency of practice and delivery of services across the Directorate. Work to deliver sessions for the first 5 priorities is ongoing and will be completed early in 2022/23. These sessions are being attended by Principal Social Workers who then share the learning with their respective teams. When the first phase has been completed and audited a further 5 priorities will be identified.

Practice Leads have been appointed and are doing additional in depth training for newly qualified workers.

This step is rated as amber due to delay in the delivery of all of the workshops.

The Quality Assurance programme was paused for a period during the final quarter of the year in response to the Omicron variant which resulted in delay in completion of planned tasks.

Work has, however, recommenced and a number of thematic audits have been completed, including in relation to the voice of the child and the voice of significant males. The outcome of these audits will be considered and required improvement actions agreed and implemented.

Guidance documents / templates continue to be developed to support practice improvements as and when required and work is scheduled in the coming financial year to audit the impact of the best practice sessions that have been held alongside new thematic audits to inform service development and improvement.

Additional resource for quality assurance has been agreed which will contribute to the amount and timeliness of work undertaken by the QA team. However, the capacity of case management teams to complete QA activities is limited in the context of managing demand and complexity.

This actions is rated as amber due to delay as a result of the Omicron variant.

A, H & C Update

- Staff consultation period concluded for training restructure and structure amended to reflect feedback – sign off of final to be agreed in April 2022.

- A review of feedback from induction indicates that the programme would benefit from including a wider view of the Council. The training unit are working with the Academy to introduce this.

- Following positive feedback from teams on strength Based working, training has been further extended to incorporate new staff. More work is required in relation to support groups, this should be addressed following the restructure of the Training Unit with the recruitment to the vacant Quality Assurance Manager post and a new training and Quality Assurance Officer post that will lead on the roll out of collaborative communications.

Status is amber due to delays outlined above.

Amber

Safe, confident and empowered communities	Adults, Housing & Communities	<p>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 style="list-style-type: none"> <li>• Providing easily accessible locations for partners to meet throughout the city;</li> <li>• 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>• Developing closer relationships with domiciliary care providers, starting with recommissioning;</li> <li>• Developing working relationships and practices with the six health clusters.</li> </ul>	<p>Steering group in place for Cardiff Care Development Partnership block contract arrangements and initial planning commenced to develop a pilot to test out the feasibility of introducing the banking of hours and trusted partner approach to the new locality model</p> <p>St Isan Identified as North Cardiff locality building. During Quarter 4 this building has been prepared ready for hand over on 1/4/2022. Further works will be undertaken in early Quarter 1 22/23 to get the building ready for staff.</p> <p>Due to frontline service pressures and difficulties in recruitment and retention, the development plans have been modified to have less interaction with teams during Quarter 4. This has allowed the teams to prioritise service delivery during increased winter pressures.</p> <p>The implementation of the locality approach is awaiting guidance from the integrated health and social care partnership on the interdependencies of the @home programme in relation to developing integrated localities.</p> <p>In Quarter 4 Cardiff Council expanded their GP cluster Multi-Disciplinary Team (MDT) support to North and East, building on the success of the South West cluster.</p> <p>Status is amber due to delays outlined above.</p>	Amber
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Safe, confident and empowered communities	Adults, Housing & Communities	<p>Develop a new Adult Services Strategy by autumn 2021 with the aims for delivery identified as:</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>	<p>Cabinet approved the Ageing Well strategy in January 2022.</p> <p>In March the first Ageing Well Board took place where the works streams of the strategy were shared and all OM's have an action to generate their more detailed action plans by the end of April.</p> <p>These actions will form part of the corporate KPI's for the forthcoming financial year.</p>	Green
Safe, confident and empowered communities	Adults, Housing & Communities	<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>· St Isan Identified as North Cardiff locality building. During Q4 this building has been prepared ready for hand over in April 2022</li> <li>· Due to frontline service pressures and difficulties in recruitment and retention, it has not been possible to trial locality working.</li> <li>· The locality approach has been drafted and we intend to start work towards co-location of service during Q's 1 &amp; 2, 22/23.</li> <li>· In Q4 ILS expanded their GP cluster MDT support to North and East, building on the success of the Southwest cluster. developing integrated localities.</li> <li>· In Q4 ILS expanded their GP cluster MDT support to North and East, building on the success of the Southwest cluster.</li> </ul> <p>Status is amber due to delays outlined above.</p>	Amber

<p>Safe, confident and empowered communities</p>	<p>Adults, Housing &amp; Communities</p>	<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><li>• 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;</li><li>• Reducing the number of people in crisis and acute admissions by using preventative measures.</li></ul>	<p>A wider review of all age disabilities is now underway to conclude in 2022-23.</p> <p>Ongoing delays with the work with Alder consultants – data is being updated and the review of this will be completed in Q1 and will feed in to the wider restructure.</p> <p>Crisis sanctuary has been identified. Venue is at CRI. 101 no go live has been put back to June 2022 and will be a more limited service than originally planned to support a faster launch for this. Work being supported around pathways and OOH support for this.</p> <p>Beyond the call review has been completed and action plans are moving forward as above. Work continues on joining up of services to better support individuals experiencing crisis</p> <p>Status is amber due to delays outlined above.</p>	<p>Amber</p>
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Adults, Housing & Communities

Undertake a review of commissioned services, including a full review of commissioned activities, throughout 2021 to include:

- All commissioned services in Children's Services, including Young Carers Contract, Independent Foster Panel Chair, Assessment and Therapies, Young Families, Family Group Conferencing, Support with Leisure and Overnight Respite;
- Direct Payments (Adults and Children's);
- Domiciliary Care Contract.

Children's Services - Amber

The Commissioning function has been realigned from a central function to enable Operational Managers to become the lead commissioners for their areas of responsibility. Capacity in the team was insufficient to manage the required activity re: contract monitoring so a review of the resource requirements of the Commissioning Team was undertaken to ensure that we meet all of our statutory requirements. A new structure with additional resource has been agreed and we are in the process of recruiting to the new posts.

Contracts are in place for most commissioned services and work to ensure that contracts are in place for all commissioned services is ongoing.

We are reviewing the Assessment and Therapies pilot and an options appraisal has been developed for consideration.

We are planning a review of our arrangements for providing family time for children who are looked after that needs to be supervised.

The Dynamic Purchasing System (DPS) has been launched and one domiciliary care provider for children has signed up. A market engagement event is to be held shortly to attract more providers to sign up.

During the year there have been a nuA, H & C Update

- Direct Payments review is ongoing supported by project group process.
- Financial modelling for the fee uplifts for 2022/23 are being proposed for the Direct Payments agency rates and Personal Assistant rate.
- Mandatory training sessions for social work teams has been designed with the Training unit. Information packs and Direct payment videos have been agreed.
- Direct Payment Policy currently under review and to be finalised and signed off.
- The new Domiciliary Care and Sessional Support Dynamic Purchasing System for Adults and Children went live on 4 November 2021. 25 providers were successfully enrolled on the new DPS. Due to the significant pressures on the Domiciliary Care Workforce during this quarter (including chronic workforce issues) contingencies were agreed for commissioning care outside of the DPS in exceptional circumstances via spot purchasing arrangements. Mechanisms have been put in place to support the providers onboarding and support to the evaluation team.
- The Domiciliary Care sector continues to be under significant pressure currently – a result of the chronic workforce crisis seen across the Country in Social Care. As such, the team are reviewing the feasibility of extending some of the milestones underpinning the first phase of the implementation plan due to the challenges presented by the Pandemic that has hindered provider's ability to take forward some of the key elements ( e.g. having a physical presence in a locality).
- Plans are in place to commence work with providers who have been awarded block contracts under the Cardiff Care Development Partnership arrangement to pilot key approaches of the locality model that will provide service users with more flexibility in relation to their care (e.g. Banking of House and Trusted Partner Approach) and it is expected that pilots will commence towards the end of Q1 of 22/23.
- All sector quality assurance is being reviewed and designed to identify outcomes for citizens and quality standards across the market. Internal workshops will drive this process to design a proposed model to engage and agree with the market in order for the model to be implemented.

This step has been rated amber due to the resource concerns outlined above of provider

Amber

performance issues and providers in escalating concerns, some of which are as a result of COVID-19. These have had an impact on the ability of the Commissioning Officer to develop the service due to the amount of capacity required to respond and monitor these cases. This step has been rated amber due to the resource concerns outlined above

Adult, Housing &  
Communities/Performance  
& Partnerships

Ensure children and adults are protected from risk of harm and abuse by:

- Implementing the Exploitation Strategy to encompass new and emerging themes of child and adult exploitation by March 2022;
- Completing the corporate safeguarding self-evaluations by March 2022;
- Continuing the work identified in the Adult Safeguarding Action Plan and monitoring the volume of referrals received.

P&P Updates (Green)

Safeguarding from exploitation requires input and delivery from a wide range of partners. The 'Tackling Exploitation Strategy' developed by the Regional Safeguarding Board sits across Cardiff and the Vale and sets out the approach to safeguard both children and adults from exploitation.

Significant progress has been made in terms of safeguarding children in Cardiff from exploitation and a number of directorates have worked in partnership to progress these developments. This work forms part of the wider developments in progressing a contextual safeguarding approach across the City.

A Safeguarding Adolescents from Exploitation (SAFE) model has been piloted in the North of the City and further developments have been made to review this pilot model and implement this across the City. A clear line of governance has been agreed for this area of work and the key priorities have been agreed and are in progression.

- Corporate safeguarding self-evaluations have been sent to directorates for completion in preparation for the 2022 report
- Self-evaluation report 2021 was completed
- New key performance indicators have been developed to provide a clearer oversight of progress
- Data dashboard has been developed to clearly present updates and progress against KPIs
- Safeguarding referral data is being reviewed and data capture in this area is being improved – discussions taking place with education to ensure safeguarding referral information held by schools can be regularly shared.
- Areas of improvement identified via self-evaluation reviews will now be built into Directorate Delivery Plans which will enhance oversight and accountability on any improvements
- New governance arrangements now in place for corporate safeguarding and Designated Safeguarding Lead Officers have now been identified within each directorate providing a clear line of sight for corporate safeguarding Duty
- Review of training materials and delivery methods underway in line with recent Welsh Government guidance and training framework.

A, H & C Updates

Planning has been undertaken in line with the Regional Safeguarding Board's priorities for 2021-2022. Areas of development identified as part of this review include

- Consolidation of work completed throughout the year and continue to promote best practise and learning and development opportunities for the team
- Promote adult safeguarding promotions throughout the LA
- Implement QA System in line with service area plan
- Development of procedural responses to 'Contextual Safeguarding'
- Improvements of partnership responses to large scale/whole home enquiries
- Publication of practise guide
- Development of adult safeguarding newsletter
- Launch of adult safeguarding Sharepoint learning repository
- Completion of social inclusion unit handover

Green



Safe, confident and empowered communities	Adults, Housing & Communities	Deliver the actions identified in the Cardiff & 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.	<p>The Review is underway with all data being collected and analysed across the two local authorities, South Wales Fire and Rescue Service and South Wales Police. Data will be collated into a report for regional discussion and consideration of recommendations for the future.</p> <p>Status is Amber due to delays outlined in previous updates</p>	Amber
Safe, confident and empowered communities	Adults, Housing & Communities	Deliver a programme to build over 2,000 new Council homes, targeting delivery of the first 1,000 by December 2022.	<p>75 completions have been achieved up to 31st March with a number of schemes slipping into Quarter 1 of the new year. Schemes have been impacted by current market conditions including supply chain issues, material cost increases and delays in tendering for projects.</p> <p>Status is Amber due to delays outlined above</p>	Amber
Safe, confident and empowered communities	Adults, Housing & Communities	<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 based on ideas submitted by Ward Members.</li> </ul>	<p>Scoping work has commenced on one further estate regeneration scheme, programme progress constrained by cost estimates and available budgets. Resources channelled into Trowbridge Green, Lincoln Court and Pennsylvania schemes for the new financial year.</p> <p>The pre-demolition work to properties within phase 1 at Channel View is underway with empty properties being mothballed, secures and utility disconnections taking place.</p> <p>There have been delays with moving tenants into their new homes which has delayed demolition work.</p> <p>A cabinet report setting out the approach to procure a contractor for the Channel View project (rather than just Phase 1) was approved in February 2022 and work is underway to begin this process.</p> <p>Work has not commenced on site for the Splott 3G pitch-delays with SUDs approval are ongoing. Residents have been updated and an engagement exercise carried out. Llanrumney MUGA- negotiations on Heads of Terms with Llanrumney Hall have been taking place followed by a community engagement exercise, a planning application has been submitted for the scheme.</p> <p>Design work on the Old St Mellons environmental improvement scheme has taken place and community engagement took place in March.</p> <p>Status is Amber due to delays outlined above</p>	Amber

<p>Safe, confident and empowered communities</p>	<p>Adults, Housing &amp; Communities</p>	<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> <li>• Working with the University Health Board on the Cardiff Royal Infirmary, Maelfa Hub and other Hubs within the North District;</li> <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>	<p>There have been delays in appointing the preferred contractor for Rhiwbina library due to funding gap. Start date now agreed for May 2022.</p> <p>Throughout our periods of 'Covid' lockdown, Community Inclusion Officers have been able to continue providing both online and face-to-face activities. Wellbeing Service Monthly reports are produced showcasing numbers of referrals, supported projects and outcomes versus the level of required support. Case studies are available highlighting all the excellent work done despite limitations. Community activities have linked into the Wellbeing team support offers and excellent partnerships have been formed to enable more support for our customers.</p> <p>Status is amber due to delays outlined above.</p>	<p>Amber</p>
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Safe, confident and empowered communities	Planning, Transport & Environment	Further enhance the Bereavement Services Strategy by delivering schemes, including investigating future burial space, digital improvements, carbon reduction, equalities and modernising service delivery.	<p>Update / Progress: Work on the procurement of a new administration system is ongoing. Discussions have been helping with ICT to determine the best options going forward and the most suitable procurement route. It is anticipated that an award for a new system will be made in May/June 2022.</p> <p>The package for management of weddings within the Registration service is purchased and will be ready to launch in April.</p> <p>Progress has been made on the Bereavement Services website, the final version should be going live in May 2022.</p> <p>Work is ongoing around installing Heat Reuse at the crematorium in a project being led by Facilities Management. We have installed solar power battery banks to power our electric tools (mowers and trimmers) at 2 sites.</p> <p>A new set of regular meetings with the Sikh and Hindu groups around service needs have been established.</p>	Green
Safe, confident and empowered communities	Planning, Transport & Environment	Deliver the Northern Cemetery by October 2021.	Completed. New site opened on 20th October. No Further Actions Required.	Green
Safe, confident and empowered communities	Resources/ Economic Development	<p>Deliver the Shared Regulatory Services' Business Plan to drive up standards in the private rented sector through:</p> <ul style="list-style-type: none"> <li>• Enforcement action against rogue agents and landlords letting and managing properties;</li> <li>• Intelligence-led enforcement actions for unsafe properties and rogue landlords;</li> <li>• Work with Rent Smart Wales to address problem landlords.</li> </ul>	<p>Resources Update (Green)</p> <p>During January 2022, communications were sent to 100,000 landlords and additional agents advising them that the Renting Homes (Wales) Act 2016 would be effective from the 15th July. This launch notification has subsequently been followed with further mailshots and text messages signposting landlords and agents to updated information on the Welsh Government website. Further monthly updates are scheduled between March and the end of July.</p> <p>The high volumes of calls experienced during Quarter 1 and 2 have been cleared and normal contact levels have resumed.</p> <p>Recruitment has taken place and new staff members are currently being inducted to the team.</p> <p>Economic Development Update (RAG: Green)</p> <p>Good progress has been made in delivering the Shared Regulatory Service (SRS) Business Plan with many actions concluded or in progress. Our work investigating illegal dog breeding resulted in a couple being prosecuted and fined £19,000 each, prosecution costs of £43,775 and proceeds of crime agreed at £372,531. A 'near miss' pilot exercise conducted by the Illegal Money Lending unit produced very encouraging results with the Credit Union allocating funds (to the value underwritten) to some 28 clients. This exercise was highlighted to Welsh Government given the huge potential to benefit the lives of the less well off and early indications are that they will commit some significant funding for a Wales-wide scheme. Our safeguarding work included an underage sales exercise in relation to e-cigarettes and the conclusion of 2 rogue trader cases with both offenders receiving custodial sentences.</p>	Green

## Well-being Objective 5 – A Capital City that Works for Wales

Wellbeing Objective	Lead Directorate	Step	Q4 Updates	Q4 RAG
A capital city works for wales	Economic Development	Work with the Cardiff Capital Region City Deal to progress Cardiff projects, support wider city-region projects and input into any Corporate Joint Committee transition arrangements to support the regional Covid-19 recovery strategy.	<p>A briefing report was taken to Cabinet in January outline the Corporate Joint Committee (CJC) model and process for the transition from the City Deal to the CJC.</p> <p>The Cardiff Capital Region now have a series of products to be used to attract investment into the region, including the Property Fund, Innovation Fund an Infrastructure Fund. The Cardiff Capital Region have also made a number of investment decisions relating to Cardiff. This includes direct investment in a number of tech / life sciences companies, approvals for funding for cyber and fintech support, agreement to invest in business premises and in-principle decisions to support £3m of investment in housing.</p>	Green
A capital city works for wales	Economic Development	Work with the UK Government and Welsh Government to implement a programme of investments over the next five years to deliver investment and capacity improvements at Cardiff Central Station.	Business Case work is progressing. Cardiff Council is now taking the lead role in the development of a commercial proposition to the southern side of the station including a commercially delivered new southern concourse.	Green

A capital city works for wales	Economic Development	<p>Enhance the city centre as a location for businesses and investment and reassert its role as a regional employment centre by working with partners to:</p> <ul style="list-style-type: none"> <li>• Progress the development of Metro Central;</li> <li>• Begin the Central Quay development extending the business district south of the station;</li> <li>• Support the completion of Capital Quarter and the next phase of regeneration for Callaghan Square;</li> <li>• Support the development of new commercial premises that respond to the post-Covid demand for workspace;</li> <li>• Establish arrangements to ensure the recovery of the city centre post-Covid;</li> <li>• Develop a new masterplan for the Canal Quarter area.</li> </ul>	<p>Metro Central - New Central Station Business Case progressing . Wider masterplan for the area south of the station is also progressing. Key objective to establish a new transport hub underneath the proposed MSCP to accommodate disabled parking and other transport requirements.</p> <p>Central Quay - The Central Quay development has taken a significant step forward with the commitment by funders to deliver 750 units of Private Rented Sector housing. Good progress has also been made with the delivery of the main office development fronting the southern station concourse with an announcement due in the near future.</p> <p>Capital Quarter/Callaghan Square - Transport for Wales (TfW) has now outlined a preferred solution to connect to Core Valley Line Metro connection to the Bay. Welsh Government (WG) are considering updated masterplan for Callaghan Square.</p> <p>Development of new commercial premises - Secured funding from WG to support delivery of a new station and associated development off Crwys Road. Delivered £2 million of Town Centre Loan funds to local companies in the city centre including, Par59 Leisure Scheme in St Mary's Street and a new boutique hotel above Bar44 in Quay Street. The Council is also in discussion with new owners of Howells Store in St Mary's Street with regard to integrating their proposals into wider planning for the city centre and improving it's connectivity to the Cardiff Central Market and proposed developments in the High Street Arcade.</p> <p>Recovery of the city centre - Additional funding has been secured to bolster the City Centre Management Team as part of a review of the service. Footfall into the city centre is improving, and in parts of the city centre footfall is now above 2019 levels, suggesting that the public have confidence in both safety and growth measures put in place in the city centre. The Council continues discussions with a number of businesses looking to set up new operations in the city centre.</p> <p>Canal Quarter - Work on delivery of Phase One of the new Canal in Churchill Way has commenced. Live Nation with their development partner are looking to present a development strategy for the existing Motorpoint Site towards the end of 2022.</p>	Green
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A capital city works for wales	Economic Development	<p>Write the next chapter in Cardiff Bay's regeneration story by:</p> <ul style="list-style-type: none"> <li>• Delivering the new 15,000-capacity Multi-Purpose Indoor Arena by 2024;</li> <li>• Progressing a development strategy for the next phase of the International Sports Village by October 2021;</li> <li>• Bringing forward proposals to protect and revitalise historic buildings in the Bay.</li> </ul>	<p>Arena - Planning was approved in March 2022 for the hybrid planning application for Atlantic Wharf including detail for the new Arena and relocated Travel Lodge. A Development Fund Agreement is due to be completed April 2022 with financial close for the Arena due in the summer 2022. Construction works to commence on site summer / autumn 2022.</p> <p>ISV - Updated master plan was approved by Cabinet in March 2022. Acquisition of Greenbank's land is due to be completed in April 2022 with disposal strategy commencing thereafter. In June 2022 the Cabinet will consider a full business case for the Velodrome, Cardiff MX, Leisure Box and Outline Business Case for the closed loop-circuit.</p> <p>Historic buildings in the Bay - Two grade 2 listed buildings in the Bay, the Old Post Office and Merchants House, have been sold to a new educational college. The Council is still in discussions with the owners of the Coal Exchange in Mount Stuart Square regarding their plans to regenerate the building and resolve the complex ownership position of the property.</p> <p>Private developers are bringing forward plans to renovate the public space at Land Sea Gardens, alongside the Graving Dock in Butetown and to introduce a new leisure activity into the Graving Docks themselves. Proposals for the redevelopment of the site on James Street are well in advance.</p>	Green
A capital city works for wales	Economic Development	<p>Re-establish Cardiff as a centre of creativity and culture by:</p> <ul style="list-style-type: none"> <li>• Supporting the Cardiff Music Board to implement the agreed recommendations of the Sound Diplomacy report, in partnership with the Welsh Government by March 2022;</li> <li>• Considering development and investment opportunities for St David's Hall by March 2022;</li> <li>• Developing a Cultural City Compact approach with the cultural sector as a means for taking forward a new Cultural Strategy for Cardiff by March 2022.</li> </ul>	<p>Supporting the Cardiff Music Board - Submissions submitted to WG for the establishment of the Signature Music Event, including smaller activity in Year 1 (2022).</p> <p>St David's Hall - Outline Business Case of potential options for the future of the Hall currently under development for consideration in May 2022.</p> <p>Cultural City Compact - To be developed following the appointment of the Creative Operational Manager.</p>	Green

A capital city works for wales	Economic Development	<p>Work with event promoters and the city's cultural venues to rebuild the capital's event and cultural offer, reflecting the ongoing Covid-19 challenges, by:</p> <ul style="list-style-type: none"> <li>• Developing a new post-Covid Events Strategy with Welsh Government to champion and reinvigorate the event sector;</li> <li>• Developing a 'signature music event';</li> <li>• Working in partnership with the Welsh and UK Governments to inform the feasibility of a 2030 FIFA Football World Cup bid.</li> </ul>	<p>Post Covid-19 Events Strategy - The strategy needs to be developed in parallel with Welsh Government's (WG) strategy which is currently under development and consultation with key stakeholders including Cardiff Council. The Council is looking to re-commence the Events Focus Group in the New Financial Year with key stakeholders to work collaboratively on arrangements for events in the city.</p> <p>Signature Music Event - Initial submission for support presented to Welsh Government.</p> <p>2030 FIFA Football World Cup bid - Following an extensive feasibility study, which assessed the potential opportunities in international football, the 5 governments and Football Associations (FAs) of England, Northern Ireland, Scotland, Wales, and the Republic of Ireland (UK and I) have agreed to focus on an official bid to host EURO 2028 and not to progress a bid for the FIFA World Cup 2030. Cardiff Council has confirmed its in-principle support for an expression of interest to be submitted to UEFA on March 23rd 2022.</p>	Green
A capital city works for wales	Economic Development/ Performance & Partnerships	<p>Ensure Cardiff remains an open, competitive and outward looking city post-Brexit by:</p> <ul style="list-style-type: none"> <li>• Continuing to lead an inclusive and open city to migrants, refugees and asylum seekers by co-ordinating local support and information to enable EU citizens to access the EU Settlement Scheme by 30th June 2021;</li> <li>• Continuing to promote Welsh Government and UK Government Brexit Transition support for businesses.</li> </ul>	<p>Performance &amp; Partnerships Update (Green)</p> <ul style="list-style-type: none"> <li>• Following closure of the scheme, we are continuing to support the resolution of open EUSS cases where additional evidence is required to demonstrate residency in the UK, particularly for child applicants to the scheme. Information regarding late applications has been shared with all council staff and advice is available from the Cohesion team.</li> </ul> <p>Economic Development Update (RAG Green)</p> <p>The Council delivered £7 million of Discretionary Covid Support Grant funding to local businesses during 2021/22.</p> <p>Delivered £2 million in Town Centre Loan funds to local companies in the city centre including, Par59 Leisure Scheme in St Mary Street and a new boutique hotel above Bar44 in Quay Street.</p> <p>The Council attended the International Investment Symposium at MIPIM in Q4. This was a successful event with lots of interest in investment opportunities which is being progressed; looking to mobilise funding to attend the event next year. The Council also attended a Hotel Investment Conference in Manchester. A number of leads are being progressed with a view to taking forward a number of hotel developments in the city.</p>	Green

<p>A capital city works for wales</p>	<p>Economic Development/ Planning, Transport &amp; Environment</p>	<p>Develop a sustainable post-Covid economy by:</p> <ul style="list-style-type: none"> <li>• Supporting the completion of Cardiff Parkway as part of our Industrial Strategy for the East of the city;</li> <li>• Working with City Deal partners, the private sector and the University Health Board to explore proposals for the creation of a Science Park Campus at Coryton;</li> <li>• Working with Cardiff Clwstwr Creadigol to support the growth of creative enterprises in the city;</li> <li>• Working with partners to attract investment into innovation and start-up space across the city and support the sector in adapting to the requirements of a post-Covid economy.</li> </ul>	<p>PTE Update - Application for St Mellons Parkway development being presented to formal Planning Committee of 6 April 2022. Recommendation to grant, subject to conditions, S106 agreement and Welsh Government decision whether to call in the application.</p> <p>Economic Development Update (RAG Green) Cardiff Parkway - Planning approval was granted in spring 2022. The Cardiff Capital Region (CCR) have also agreed to explore a potential Tax Increment Financing (TIF) mechanism to support the project.</p> <p>Explore proposals for Coryton - The developers, We Are Pioneer, have recently submitted a Pre Application in relation to the development of land at the Cardiff edge site. This includes a 60,000 sqft lab / office building and the Council are already in discussion with potential occupiers of this property.</p> <p>Support the growth of creative enterprises - Direct support was delivered through the Freelancer Grant comprising circa 1,000 grants over the course of the pandemic. In addition work has continued to support the wider creative sector.</p> <p>Innovation and start-up space - The Council are currently appraising an application from Tramshed Tech for Town Centre Loan Funding to repurpose office space in the city centre and convert it into new business incubation space.</p>	<p>Green</p>
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A capital city works for wales	Economic Development/ Planning, Transport & Environment	<p>Work with partners to support the retail and hospitality sector in successfully re-emerging from lockdown by:</p> <ul style="list-style-type: none"> <li>• Continuing to adapt and re-purpose the city to create a Covid-Safe Space;</li> <li>• Enhancing the promotion of Cardiff as a visitor destination;</li> <li>• Developing a new pipeline of major events to drive up footfall and visitor numbers;</li> <li>• Working with Welsh Government to establish a tax and regulatory environment that can accelerate recovery.</li> </ul>	<p>Economic Development Update (RAG Green)</p> <p>Continue to adapt and repurpose the city - Delivered £2 million of Town Centre Loan funds to local companies in the city centre including, Par59 Leisure Scheme in St Mary's Street and a new boutique hotel above Bar44 in Quay Street. Enhancing the promotion of Cardiff - Circa £50,000 leveraged from external support (primarily Welsh Government) for additional promotion of the city centre.</p> <p>Developing a new pipeline of major events - The WG are expecting to sign off their Major Events strategy next spring. The Council continues to work with WG to develop a new pipeline of major events including supporting an expression of interest to host Euros 2028. Other key international events being pursued and announcements expected soon.</p> <p>Establish a tax and regulatory environment that can accelerate recovery - Proposals submitted to WG for the establishment of Tax Increment Finance in CCR.</p> <p>PTE Update / Progress:</p> <p>The new terms and conditions and design guide for Street Café licences successfully gave businesses confidence to improve quality resulting in significantly better public realm and safer controlled areas.</p> <p>Good progress has been made to identify measures to encourage the use of sustainable travel as the economy recovers in partnership with the Welsh Government, the Burns Delivery Unit, Transport for Wales, City Region, public transport operators and key stakeholders. These measures include corridor improvements for Active Travel, bus priority, ongoing financial support for the bus services, integrated ticketing pilot between Cardiff and Newport in 2022, plans for new transport interchanges (Cardiff Central, Waungron and Cardiff Parkway) and study work on new Metro station and line improvements.</p> <p>The scheme Council's £1 bus promotion scheme along with targeted traffic network interventions by the Council's team in the Control Room made an impactful difference in managing the increased demand in travel over the Christmas shopping period. The online feedback survey suggests that the scheme was good value for money, encouraged new users and bus users to return. The survey generated 313 responses with 163 having used the £1 discounted fare.</p> <ul style="list-style-type: none"> <li>• 12% were new bus users and 25% were returning to use the bus.</li> <li>• 86% of users confirmed that their experience was good value for money.</li> <li>• Overall, 88% of respondents think there should be similar bus fare promotions in the future.</li> </ul>	Green
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## Well-being Objective 6 – Cardiff Grows in a Resilient Way

Wellbeing Objective	Lead Directorate	Step	Q4 Updates	Q4 RAG
Cardiff grows in a resilient way	Economic Development	Programme the delivery of the bridge crossing scheme at Llanrumney as part of a wider regeneration scheme, completing design and planning permissions by the end of 2021 and delivery by 2023.	Delay due to reconsideration of masterplan to take account of Tan15. Funding for enhanced bridge provision yet to be identified. Planning to be submitted July 2022.	Amber
Cardiff grows in a resilient way	Economic Development	Deliver the recycling services strategy to achieve 70% recycling performance by 2024/25 by: <ul style="list-style-type: none"> <li>Continuing project work with Welsh Government, Waste &amp; Resources Action Programme (WRAP) and Welsh Local Government Association (WLGA);</li> <li>Rolling out city-wide separate glass collection in 2021;</li> <li>Preparing a draft waste/recycling strategy for consultation in 2021.</li> </ul>	<p>Project work - We are continuing to work closely with WRAP and WLGA. Work is underway to review the effectiveness of the glass, fibres and containers pilot and model the results for a wider city roll-out.</p> <p>Separate Glass Collection - Approach modified following work with WRAP and the development of a business case. The recycling collection model will incorporate a separate collection of bottles and jars alongside containers and fibres to be delivered in 2022/ 23.</p> <p>Draft Recycling Strategy - Public Consultation undertaken in Quarter 4, awaiting results. Once results received, we will prepare a report for Cabinet for final strategy approval in July 2022.</p>	Green
Cardiff grows in a resilient way	Economic Development	Launch an education and enforcement campaign to promote changes in resident behaviour and monitor improvements throughout 2021/22.	Initial indications are positive, with a reduction in the number of rejected garden waste loads during the first week of Garden Waste collections. Full reports are being prepared but, initial indications are that there has also been a positive impact on green bag recycling and food waste participation.	Green
Cardiff grows in a resilient way	Economic Development	Develop a citizen-based strategic plan for recycling centres to achieve a re-use/recycling rate of above 85% every year.	Quarter 4 saw the introduction of a number of community recycling zones, including collection points for small Waste Electrical and Electronic Equipment (WEEE), batteries and media in four Hubs, as well as a pop-up recycling centre in Parc Ty Glas. Officers continue to work closely with relevant partners on regional contracts and continue to explore emerging markets.	Green

Cardiff grows in a resilient way	Economic Development	Remove single-use plastics from Council venues and work with partners to develop a city-wide response to single-use plastics in all public services.	Identified best practice model for reducing single use plastics through procurement.	Amber
Cardiff grows in a resilient way	Economic Development	Deliver a comprehensive programme of improvement to the Council's Street Scene services by September 2021 through integration, digitalisation and the use of data to support the efficient and effective use of resources.	Consultation on the proposed service model has not yet commenced. Changes to budgets have meant that it has been possible to revisit and strengthen the proposals. These will be shared in Quarter 2 2022/23.	Amber
Cardiff grows in a resilient way	Economic Development	Engage with citizens and businesses on concerns in their communities through 'Love Where You Live' to encourage volunteering and working in collaboration.	Continuing to work with partners to support community groups. Refreshed 'Leave Only Paw Prints' campaign.	Green
Cardiff grows in a resilient way	Planning, Transport & Environment	Approve the final One Planet Cardiff strategy and associated action plan by June 2021.	Update / Progress: Strategy approved and programme management and governance arrangements for implementation in place	Green
Cardiff grows in a resilient way	Planning, Transport & Environment	Finalise the delivery contract for the Cardiff Heat Network by April 2021 and begin construction by December 2021.	Update / Progress: Works commenced on site in January 2022 and n implementation programme is in place  Issues/Concerns Discussions are ongoing but some uncertainties with costs remain, including those mentioned above in relation to the Arena, which could have some impact on the final business case  Mitigating Actions Cost uncertainties are being closely monitored and at present are within the risk tolerances of the approved business case. However, this action remains amber to reflect the uncertainties which will only be resolved with further design iterations and negotiation.	Amber

Cardiff grows in a resilient way	Planning, Transport & Environment	Develop a pipeline of potential renewable energy generation projects for subsequent approval and implementation from 2022.	Update / Progress: Project scoping underway to include detailed design and business case modelling for subsequent approval by Cabinet in Quarter 4 2022/23. This will incorporate work to secure grid connections, planning consent and tender specification.	Green
Cardiff grows in a resilient way	Planning, Transport & Environment	Establish a private wire connection for the Solar Farm at Lamby Way by summer 2021.	Update / Progress: The private wire connection is now complete and has been fully tested and certified. Energy transfer will commence in April 2022	Green
Cardiff grows in a resilient way	Planning, Transport & Environment	Deliver a Housing Energy Efficiency Retrofit programme across all tenures of housing, including 2,000 domestic retrofits per year by 2024.	<p>Update / Progress:</p> <p>Procurement for the 5,000 Local Authority (LA) housing unit low rise blocks energy retrofit scheme (by 2030) will utilise the Planned Maintenance Framework that is due to commence 1st April 2022. A mini-competition with procurement framework will be undertaken for the cladding to the low-rise blocks, with the 4 contractors each to be assigned a pilot block to carry out works on, and decisions for ongoing works made following this pilot phase.</p> <p>An Agreement in Principle has been received for the 250-unit Welsh Government (WG) grant funded scheme. A detailed business case is being developed and will be submitted to WG in May 2022, which if accepted will lead to grant offer. Should grant offer be made then the procurement decision will require Cabinet level decision to progress.</p> <p>First Cardiff Capital Region working group on Local Authority Flexible Eligibility to Energy Company Obligation (ECO) funding held, with partners keen to progress either a regional scheme or a wider Welsh level scheme involving WG. ECO4 guidance and initiation has been delayed.</p> <p>Funding agreed for a Retrofit Officer post and recruitment process started. Currently working with consultants to scope out requirements and challenges of a citywide cross tenure retrofit programme.</p> <p>Issues/Concerns: Issues and risks exist as a significant upscaling of this activity may be inhibited by a potential skills and materials shortage as the ambition is replicated elsewhere in the country. Additionally, we are seeing large cost increases in building works due to a combination of Covid-19, Brexit and customer demand.</p> <p>There is also a low uptake and some uncertainties with grant funding available at national level and a need for public engagement and incentivisation to encourage greater interest amongst owner occupiers.</p> <p>Mitigating Actions: Ongoing work and dialogue with our City Region partners and Welsh Government.</p> <p>Internal One Planet Cardiff thematic group to bring together all departments working on housing retrofit.</p>	Amber

<p>Cardiff grows in a resilient way</p>	<p>Planning, Transport &amp; Environment</p>	<p>Ensure good air quality by:</p> <ul style="list-style-type: none"> <li>• Implementing the Clean Air Plan as approved by Welsh Government to ensure compliance with the EU Limit Value for Nitrogen Dioxide (NO2) in the shortest possible time by the end of 2021;</li> <li>• Implementing the wider Clean Air Strategy and action plan to reduce Nitrogen Dioxide (NO2) concentrations across the city and establish a city-wide, real-time monitoring network;</li> <li>• Working with the sector to support buses and taxis to achieve the Welsh Government’s target of “Zero Tailpipe” by 2028.</li> </ul>	<p>Update / Progress:</p> <p>Clean Air Plan continued to be delivered. Quarter 4 has seen the launch of the Taxi Lease Scheme. However as yet there has been little take up of the charging scheme. There has been some feedback on the 30 Day Try Before you Buy (TBYB) scheme that Cardiff Capital Region (CCR) are running and some issues with the Dynamo Vehicles. Discussions with Welsh Government (WG) ongoing with potential review group to be established to assess viability of scheme.</p> <p>The grant scheme has also been delayed with a view that a single grant scheme including additional £500k for Euro 6 vehicles is launched later in 2022.</p> <p>Bus retrofit scheme was fully completed with final two buses completed in early January, which has now ensured all 49 buses were completed.</p> <p>Ongoing dialogue has continued with WG regarding future plans for permeant scheme for Castle Street to be assessed in 2022 and delivered in 2023/24. The following draft timeline has been proposed to WG.</p> <ul style="list-style-type: none"> <li>• October 2022 – 12 months from introduction of current scheme – completion of data collection and further modelling post Covid-19</li> <li>• Jan 2022 Completion of data/modelling assessment, identification of preferred option and production of a Cabinet Report for decision.</li> <li>• May 2023 Complete the tender process and New Cabinet Paper (to award Tender)</li> <li>• June 2023 On site (with the road closed - this will be achieving compliance)</li> <li>• June 2024 Castle St scheme completed</li> </ul> <p>Issues/Concerns</p> <p>Confirmation on timescales for delivery on permeant scheme with Welsh Government and confirmation of funding for delivery.</p> <p>Mitigating Actions</p> <p>Ongoing dialogue with Welsh Government including quarterly meetings with the Chief Executive.</p>	<p>Amber</p>
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<p>Cardiff grows in a resilient way</p>	<p>Planning, Transport &amp; Environment</p>	<p>Support the transition to clean vehicles by:</p> <ul style="list-style-type: none"> <li>• Completing an audit of the Council’s fleet and adopting a Green Fleet Strategy, setting out the Council’s transition schedule to a low emission fleet by December 2021;</li> <li>• Developing a new electric by default procurement policy, with a strict “exemptions by exception” basis;</li> <li>• Ensuring that a minimum of 90 Council vehicles are replaced by electric vehicles by 2022.</li> </ul>	<p>Update / Progress:</p> <p>All the 59 charging units are now in and complete, including the 6 rapid chargers at Lamby Way for the eRCVs, or going to be completed by the 31st (just the one at Coleridge Road that needs to be switched on). By the end of Q4, all the infrastructure will be complete. There is a slight issue with the supply for the 6 rapid chargers, but this issue should be completed by the end of March.</p> <p>All 6 eRCVs (electric refuse vehicles) are in and there is one going to be back in April, which has been borrowed as a show case around Wales. There will be 7 in total and they are all Welsh government funded. Another 11 EVs on order for purchase or being delivered prior 31st March. 1 on pre-order, which will be in by the end of the year. The total will be 37 on fleet by the end of the year, which are all purchased, owned vehicles.</p> <p>The deadline for the Fleet Replacement Policy (that will allow the funding for the purchase of EVs in 2023-2024) is in August.</p> <p>Issues/Concerns:</p> <p>The supply and demand issues for EVs.</p> <p>Mitigating Actions:</p> <p>There are still discussions with finance and CTS on the status of the Fleet Transition Report and available budgets that will need to be agreed.</p>	<p>Amber</p>
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Cardiff grows in a resilient way	Planning, Transport & Environment	<p>Promote healthy, local and low-carbon food through delivering the Cardiff Food strategy, including:</p> <ul style="list-style-type: none"> <li>• Developing a plan to increase local food production opportunities (commercial and community-based) and integrate into local supply chains by December 2021;</li> <li>• Working with the Education directorate to develop plans to ensure that school meals are healthy and rely on more sustainable and lower carbon supply chains;</li> <li>• Developing a land use strategy to address inequality of access to healthy fresh food across the city by December 2021.</li> </ul>	<p>Update / Progress:</p> <p>Funding for a Sustainable Food Production Challenge successful and £2.6m grant funding offered - terms &amp; conditions need to be agreed. Project initiation planning underway.</p> <p>The school meal service continues to face increasing challenges in respect of staffing, food and equipment supply chain issues and Covid-19. The Ukraine crisis is also impacting on both the food supply chain and food prices, with the cost of chicken for example expected to increase by 30%.</p> <p>Planning is underway for the implementation of Universal Primary Free Schools Meals, but Local Authorities are waiting for confirmation from Welsh Government (WG) on which year groups will be part of the first phase in September 2022. Confirmation is also needed from WG on the cost per meal funding. There is a strong focus in the programme on local food sourcing – the cost per meal will need to reflect this, together with rising food costs. This makes menu planning extremely difficult without knowing the budget to be working to. Likewise, this will have a knock-on effect for our food supplier who needs sufficient time to mobilise the food supply chain to ensure we have the required products available to us.</p> <p>Applications for this year’s Food and Fun programme closed in March. Expressions of interest have been received from 33 schools.</p> <p>Discussions are ongoing with Public Health Wales to feed the findings of the mapping exercise into the work they are undertaking in establishing projects to increase access to fresh food (e.g., community pantries, growing projects, etc.) in areas that have been identified as deficient. In addition to this, discussions are ongoing with Public Health Wales to secure a temporary staff resource to complete the qualitative assessment of the range of fresh food products available in each of the outlets.</p> <p>3-year Food Strategy Officer started in post February 2022.</p>	Green
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Cardiff grows in a resilient way	Planning, Transport & Environment	<p>Work in partnership with Welsh Government and Transport for Wales to design and deliver a programme of strategic transport projects, including the Metro, public transport and network improvements by 2024. It will include key stages of:</p> <ul style="list-style-type: none"> <li>• North West Corridor;</li> <li>• Phase 1 City Centre to Cardiff Bay Metro;</li> <li>• Crossrail;</li> <li>• New stations;</li> <li>• Strategic Park and Ride;</li> <li>• Eastern Corridor Study;</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>• A Bus Strategy.</li> </ul>	<p>Update / Progress:  Metro studies for Crossrail including new stations from the City Centre to Cardiff Bay and North West Corridor have progressed along with wider master planning. The preparation of a draft Park and Ride Strategy for Cardiff has begun, and the Park and Ride at Junction 33 is being planned for delivery by the developer. The Eastern Corridor WelTAG Stage 1 study is being reviewed by the Welsh Government and Roads Review Panel. The public consultation to inform the preparation of a Draft Bus Strategy resulted in more than 3,000 responses. The Bus Strategy will be prepared in 2022/23.</p> <p>Delivery of the programme of future Metro improvements and public transport network improvements will be subject to securing funding through the preparation of business cases with key partners. The Council is working closely with the Burns Delivery Unit to coordinate a programme of transport improvements planned between Cardiff and Newport. Funding opportunities through the Levelling Up Funding are also being pursued.</p>	Green
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<p>Cardiff grows in a resilient way</p>	<p>Planning, Transport &amp; Environment</p>	<p>Continue to progress the City Centre (Loop) Network Improvements Upgrade projects, including:</p> <ul style="list-style-type: none"> <li>• The Central Square Transport Project by April 2022;</li> <li>• City Centre East Phase 1 by summer 2022;</li> <li>• Castle Street by summer 2022;</li> <li>• Boulevard de Nantes by late 2022.</li> </ul>	<p>Update / Progress:</p> <p>Central Square</p> <ul style="list-style-type: none"> <li>• Construction Progressing</li> <li>• Works on programme to end (main scheme) May 2022</li> </ul> <p>South Interchange</p> <ul style="list-style-type: none"> <li>• On site April/May 2022</li> <li>• Completion due Spring 2023 in readiness for bus station opening (Date TBC)</li> </ul> <p>Castle Street</p> <ul style="list-style-type: none"> <li>• Temporary scheme has been implemented</li> <li>• Permanent scheme to be restarted Summer 2023</li> </ul> <p>City Centre East + Canal Phase 1</p> <ul style="list-style-type: none"> <li>• Scheme on site</li> <li>• Completion due Quarter 4 2022-23</li> </ul> <p>Boulevard De Nantes</p> <ul style="list-style-type: none"> <li>• Stakeholder Engagement complete</li> <li>• Detailed design restarted</li> </ul>	<p>Green</p>
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Cardiff grows in a resilient way	Planning, Transport & Environment	<p>Invest £20m in a new fully segregated, safe cycling network across the city, completing the:</p> <ul style="list-style-type: none"> <li>• Cross City and Bay Pop-ups by summer 2021;</li> <li>• Hailey Park Cycleway by winter 2021;</li> <li>• Cycleway 5 (Lawrenny Avenue) and Tudor Street by spring 2022;</li> <li>• Cycleway 1 (Cathays Terrace) by summer 2022.</li> </ul>	<p>Update / Progress:</p> <p>Pop Up Cycleways</p> <ul style="list-style-type: none"> <li>• Cross City Scheme complete</li> <li>• Bay Pop Up complete</li> </ul> <p>Hailey Park</p> <ul style="list-style-type: none"> <li>• Scheme awaiting tender</li> </ul> <p>Cycleway 1</p> <ul style="list-style-type: none"> <li>• Scheme entered on site September 2021</li> <li>• Work progressing</li> </ul> <p>Cycleway 2</p> <ul style="list-style-type: none"> <li>• Early concept design work ongoing</li> </ul> <p>Cycleway 4</p> <ul style="list-style-type: none"> <li>• Cycleway 4.1 Complete</li> <li>• Cycleway 4.2 being taken through planning process to connect to Llandaff and A4119 via Llandaff Fields</li> </ul> <p>Cycleway 5</p> <ul style="list-style-type: none"> <li>• Work progressing on concept design for city centre to Lawrenny Avenue</li> <li>• Lawrenny Avenue on hold due to funding issues</li> <li>• Lawrenny Avenue to West Cardiff in feasibility stages</li> </ul> <p>Roath Park Route (Red Route)</p> <ul style="list-style-type: none"> <li>• Roath Park out to consultation</li> <li>• Remainder of scheme in early concept</li> </ul>	Green
Cardiff grows in a resilient way	Planning, Transport & Environment	Develop a new Active Travel Network Map by December 2021.	<p>Update / Progress:</p> <p>Work on evaluation of responses and production of final map including uploading route data onto Welsh Government (WG) mapping system continuing in preparation for submission of final Map to WG in June 2022.</p>	Green

Cardiff grows in a resilient way	Planning, Transport & Environment	Roll out 20mph speed limits in the areas of Cardiff relating to Welsh Government 20mph Pilot, including Whitchurch & Tongwynlais, Llandaff North, Rhiwbina and Heath, by December 2021.	Update / Progress: Orders have been sealed and the project is being delivered on-street. Signage will be completed by the end of March and gateway features which require planning and re-surfacing work ahead of lining will be completed by the end of April. A joint communication plan is ready for release at the end of March.	Green
Cardiff grows in a resilient way	Planning, Transport & Environment	Complete the rollout of the Ebike fleet by September 2021, delivering a new fleet of 125 bikes in up to 15 rental stations.	Update / Progress: Installation work is well advanced, and the final sites are due for completion by the end of April. The fleet is now back on street alongside an appropriate monitoring arrangement. Joint partnership work continues with South Wales Police in relation to vandalism issues.	Green

Cardiff grows in a resilient way	Planning, Transport & Environment	<p>Support schools with Active Travel by:</p> <ul style="list-style-type: none"> <li>• Delivering an Active Travel Plan for every local authority-maintained school by March 2022;</li> <li>• Ensuring all new schools adopt Active Travel principles;</li> <li>• Integrating activities to support walking, scooting and cycling to school through the development and delivery of a Schools Active Travel Infrastructure Programme, including School Streets, by 2024.</li> </ul>	<p>Update/Progress:</p> <ul style="list-style-type: none"> <li>• Delivering an Active Travel Plan for every local authority-maintained school by March 2022</li> <li>• Ensuring all new schools adopt Active Travel principles</li> </ul> <p>School Active Travel Plans: 122 schools have either produced or are progressing the development of Active Travel Plans. Six schools still not fully engaged as they are not in a position to give priority to developing Active Travel Plans. However, the Active Travel Schools team will continue to offer support and information to these schools and respond to any requests for assistance as it continues to work with schools and provide practical support and assistance with the implementation of their Active Travel Plans.</p> <ul style="list-style-type: none"> <li>• Integrating activities to support walking, scooting and cycling to school through the development and delivery of a Schools Active Travel Infrastructure Programme, including School Streets, by 2024.</li> </ul> <p>Delivery of third phase of the Cardiff School Bike Fleets project is in progress. Procurement of remaining storage containers will now take place in 2022/23.</p> <p>Installation of new bike shelters for around 30 schools – works in progress due to be completed in Quarter 4.</p> <p>Larger Active Travel Schools schemes being progressed through design and consultation prior to construction this financial year include:</p> <ul style="list-style-type: none"> <li>• Active Travel Schools Penylan – major junction improvement at Colchester Avenue/Penylan Road – completed end of March 2022.</li> <li>• Initial engagement with Ysgol Bro Ederyn led by Sustrans on future school gate active travel improvements completed by Sustrans.</li> <li>• Active Travel Schools – Ysgol y Wern – construction due to complete by end of March 2022.</li> <li>• Active Travel Schools Thornhill Primary – completed end of March 2022</li> <li>• Safe Routes in Communities – Radnor Primary School Active Travel Scheme – completed end of March 2022.</li> <li>• Active Travel Schools – St Mellons Church in Wales – out to tender construction due to commence in Q4 and will be completed in Quarter 1 2022/23.</li> </ul> <p>School Streets – some delays in implementing next tranche of School Streets due to capacity issues in TRO and legal teams.</p> <p>New schemes for Severn Road Primary School, Kitchener Primary School, and St Pauls Primary School due to be implemented April 2022.</p> <p>Orders sealed for schemes at Rhiwbina Primary, Ysgol Coed y Gof and Ysgol Pwll Coch, schemes due to go live early in Quarter 1 2022/23.</p> <p>Funding sought from WG Safe Routes in Communities to continue programme in 2022/23.</p>	Green
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Cardiff grows in a resilient way	Planning, Transport & Environment	<p>Build on the “Healthy Streets” pilot by:</p> <ul style="list-style-type: none"> <li>• Adopting a healthy streets initiative to guide all transport and highway programmes;</li> <li>• Supporting a number of healthy streets initiatives, including effective traffic filtering, active travel improvements, greening, street furniture &amp; child friendly enhancements, through Section 106 contributions and other funding by 2022;</li> <li>• Developing a plan for two Low Traffic Neighbourhood schemes by 2022.</li> </ul>	<p>Update / Progress:</p> <ul style="list-style-type: none"> <li>• Adopting a healthy streets initiative to guide all transport and highway programmes</li> </ul> <p>Elements of healthy streets are being delivered through various schemes including sustainable drainage features as part of new cycleway schemes (e.g. Cycleway 1.2). There are new innovative design features such as blended footways across junctions (implemented recently as part of the Crwys Road safety scheme and the regeneration improvements on Cowbridge Road East) and artist-designed zebra crossings (implemented as part of Cowbridge Road East scheme). Further blended footways and artists designed crossing planned as part of Canton Safe Routes in Communities project – works due to commence in Quarter 4.</p> <ul style="list-style-type: none"> <li>• Supporting a number of healthy streets initiatives, including effective traffic filtering, active travel improvements, greening, street furniture &amp; child friendly enhancements, through Section 106 contributions and other funding by 2022;</li> </ul> <p>See update for healthy streets initiative, above.</p> <ul style="list-style-type: none"> <li>• Developing a plan for two Low Traffic Neighbourhood (LTN) schemes by 2022</li> </ul> <p>Plasnewydd has potential to become an LTN and there is interest from local amenity groups in developing a project in this area. The project will be best progressed in the context of future plans to develop a new cycleway along the Richmond Road, Albany Road and Roath Rec./Roath Park corridor and the associated parking mitigation measures. Pontcanna area also offers potential for an LTN and there is interest in a scheme from amenity groups. Living Streets are being commissioned to undertake engagement with the amenity groups to crowd-source ideas for interventions.</p> <p>Due to delays with procurement, this work will now be undertaken in Quarter 1 2022/23</p> <p>Mitigating Actions:</p> <p>Officers commissioning Living Streets in Quarter 1 2022/23 to facilitate work with local amenity groups to generate ideas/aspirational proposals for LTNs in Plasnewydd and Pontcanna. These will form the basis of future plans LTNs for these 2 areas.</p> <p>Additional officer resources will be required to progress the healthy streets agenda on a comprehensive basis beyond Quarter 4.</p>	Amber
Cardiff grows in a resilient way	Planning, Transport & Environment	<p>Prepare an Intelligent Transport System (ITS) Strategy by October 2021 to establish a programme of Smart City improvements to the transport network and support the modal shift to sustainable travel.</p>	<p>Update / Progress:</p> <p>The draft Intelligent Transport System (ITS) strategy was approved for consultation in 2022/23 by Cabinet in March 2022. Significant progress was made in partnership with Transport for Wales on scoping requirements for an upgraded Bus Real-time Information System (RTI). Bids for Welsh Government grant funding to upgrade the RTI System and implement a SMART Corridor pilot scheme on the A470 North Road were submitted in January 2022. Good progress has been made identifying the requirements and costs of the option considering a potential relocation of the Urban Traffic Control (UTC) Control Room to Oak House.</p>	Green

Cardiff grows in a resilient way	Planning, Transport & Environment	Conduct a full review of the Local Development Plan (LDP) by late 2024 in accordance with the Delivery Agreement timetable and engage in dialogue on regional strategic planning arrangements.	Consultation on Strategic Growth Options concluded in February 2022. Despite Covid-19 restrictions being in place, significant engagement with targeted groups was undertaken in Quarter 4 and will continue throughout the process. Officers are collating the responses and preparing a detailed timetable for the preparation of the "Preferred Strategy", being the next stage of the formal Local Development Plan (LDP) preparation process. Interim findings of the Joint Scrutiny Task and Finish process submitted for consideration.	Green
Cardiff grows in a resilient way	Planning, Transport & Environment	Create better places through the delivery of new, high-quality, well-designed, sustainable and well-connected communities, as described by the Council's Master Planning Principle, by: <ul style="list-style-type: none"> <li>• Applying place-making principles to major new settlements and developments, as well as existing communities, to support local centres and support the '15-minute city' principle;</li> <li>• Utilising Section 106 contributions to help facilitate these improvements.</li> </ul>	Cardiff Arena and associated Atlantic Wharf Masterplan presented to formal Planning Committee meeting in March 2022. Recommendation to grant, subject to conditions, S106 agreement and awaiting Welsh Government decision whether to call in the application. Work continues on strategic Local Development Plan (LDP) sites to deliver necessary and essential infrastructure as well as community facilities, affordable homes and green infrastructure in accordance with the masterplanning principle. Construction commenced on the new St Edeyrn's school.	Green

Cardiff grows in a resilient way	Planning, Transport & Environment	<p>Deliver the Council's Green Infrastructure Plan, including:</p> <ul style="list-style-type: none"> <li>• Updating the Biodiversity and Resilience of Ecosystems Duty (BRED) Forward Plan to respond to the One Planet objectives and Action Plan;</li> <li>• Ensuring the upcoming Replacement LDP process fully addresses green infrastructure matters and includes engagement upon potential policy approaches.</li> </ul>	<p>Update / Progress: Work ongoing with regard to Green Infrastructure Assessment for Replacement LDP.</p> <p>Issues/Concerns: Re-advertisement for the vacant Planner Ecologist failed to identify suitable candidates.</p> <p>Mitigating Actions: Utilising Framework consultant ecologists in the short term and collaborating with colleagues in Parks Service. Additional resources identified in the budget for 2022/23 to create an additional Principal Ecologist/Green Infrastructure post.</p>	Amber
Cardiff grows in a resilient way	Planning, Transport & Environment	<p>Develop a sustainable water, flood and drainage strategy for Cardiff by 2022.</p>	<p>Update / Progress: As future funding has not been agreed, a revision to the corporate step is necessary. The following corporate step is now required: Develop, submit to Welsh Government and publish by October 2023, a combined Flood Risk Management Strategy and Flood Risk Management Plan as required by The Flood and Water Management Act (2010) and The Flood Risk Regulations (2009) respectively.</p> <p>Issues/Concerns The resources within the Flood Risk Management Team are limited. The requirement to produce the strategy and plan within the timescales set by Welsh Government, will add pressure to the team and be extremely challenging.</p> <p>Mitigating Actions (only if status is Amber or Red): Recruitment to the Flood Risk Team has commenced to relieve pressure and increase expertise to enable the delivery of the plan. Engagement with specialist consultants is also being planned.</p>	Amber

Cardiff grows in a resilient way	Planning, Transport & Environment	Complete coastal defence improvements in Cardiff East by 2024.	<p>Update / Progress: Despite ongoing negotiations, the Marine Licence application remains with Natural Resources Wales (NRW) for approval. NRW will submit the application to Welsh Government (WG) to enter an IROPI (Imperative Reason of Overriding Public Interest) process that requires Minister signoff. Also, the Marine Licence must be obtained before Planning consent can be granted. Agreement was therefore reached with WG to extend the funding deadline to the 2022/23 financial year in the understanding that the scheme would progress as rapidly as possible with a view to starting the construction phase in 2022. The construction tender contract continued as planned, however, all but one of the 5 selected contractors withdrew from the tendering process. Only one contractor submitted a price that was approximately £17M over the estimated construction costs, despite the Early Contractor Involvement (ECI) process followed in the estimation exercise. Due to the substantial increase in costs and the significant additional contribution required of the Council, the Cabinet report was withdrawn and delayed until June/July 2022.</p> <p>Issues/Concerns The issue with obtaining the Marine Licence remains and planning permission cannot be granted until the licence has been obtained. The costs have increased against the estimate by over 75%, due to factors such as Brexit, fuel increases, the global pandemic, rises in materials, working constraints set by NRW and market uncertainty. The possibility related to WG not funding the East side of the scheme, that being Lamby Way protection, also remains.</p> <p>Mitigating Actions The marine licence application continues to be pursued with Natural Resources Wales (NRW) and WG. Talks are ongoing with WG around price increases and the funding of the east side. Full analysis of the tender return to see if there are opportunities for reductions in cost are also ongoing.</p>	Red
Cardiff grows in a resilient way	Planning, Transport & Environment	Deliver phase 1 of the new Canal Quarter scheme by 2022.	<p>Update / Progress:</p> <ul style="list-style-type: none"> <li>• Scheme is now on site</li> <li>• Whole area has been hoarded off and works are progressing well</li> <li>• Due for completion in Quarter 4 2022-23</li> </ul>	Green



Cardiff grows in a resilient way	Planning, Transport & Environment	Commence the delivery to replace all 24,000 residential lighting to low-energy LED lighting by December 2023	<p>Update / Progress: Installation of new lighting units is progressing. Works have been completed in Cathays, Grangetown, Radyr, Fairwater, Caerau, Canton and the contractor has also entered Pentyrch. It is estimated that approximately 6,000 units will have been installed by the end of Quarter 4. Delivery of new lanterns has continued and is improving but still not optimum due to the worldwide shortage of components. However, the current delivery rate has enabled the continuation of the project and the installation rate has improved.</p> <p>Issues/Concerns The worldwide shortage of electronic components required for the lanterns and central management system continues. This has resulted in a delay in the manufacture and delivery of the lanterns.</p> <p>Mitigating Actions There is continual engagement with the contractor and supplier (Phillips) to ensure that any delays and additional costs are minimised. The Council has committed to and therefore ordered full stock (c.23,500 units) to ensure that our requirements are prioritised. There is an improvement in lantern manufacture/delivery that has allowed installation to increase to over 1000 units per month.</p>	Amber
Cardiff grows in a resilient way	Planning, Transport & Environment	Deliver a programme of over 30,000m2 patching improvements to our roads to reduce potholes by March 2022.	<p>Localised resurfacing or patching works continued in Quarter 4 but delivery rates were reduced due to budgetary restrictions. Quality remained high with works being positively received by stakeholders throughout the city. 100% of budgets will be spent by the end of the financial year. The decrease of delivery continued from Quarter 3 due to budgetary management and the inclement winter weather. However, it was ensured that enough budget was maintained to react to rapid deterioration related to very low road temperatures in Quarter 4.</p> <p>Demand is directly related to highway condition and delivery is prioritised on a defect severity and highway hierarchy. This process is closely managed to provide budgetary control.</p>	Green
Cardiff grows in a resilient way	Planning, Transport & Environment	Deliver a programme of over 150,000m2 of surfacing and surface treatments to our roads by March 2022.	<p>Update / Progress: The carriageway micro asphalt treatment programme that was stopped in mid-November due to the inevitable change in road temperatures and the inclement winter weather recommenced in Quarter 4. The majority of the remaining streets from the programme will be completed by the end of the financial year. The 2021/22 programme, on completion, will consist of circa 60 roads and 104,000 SqM of micro asphalt installation. Footway reconstruction works are ongoing and will continue to the end of the financial year. The footway micro asphalt programme is also due to be awarded in Quarter 4.</p>	Green

## Well-being Objective 7 – Modernising and integrating our public services

Wellbeing Objective	Lead Directorate	Step	Q4 Updates	Q4 RAG
Modernising and integrating our public services	Economic Development	<p>Deliver fewer and better Council buildings and protect the Council's historic buildings by:</p> <ul style="list-style-type: none"> <li>• Developing a plan to secure investment into the Council's historic assets, including City Hall, by December 2021;</li> <li>• Reviewing the Council's existing corporate estate to identify potential disposals to generate capital receipts.</li> </ul>	<p>City Hall - A plan for the Council's core office requirement will be presented to Cabinet in 2022/23.</p> <p>Corporate Estate - In 2021/22, £13.5m Capital Receipts received (£4m general fund, £9.5m ringfenced). Large transactions included the former Michaelston College and former Rumney High. St Mellons Linc site (£2.5m) was originally forecast to be completed in 2021/22 however, due to transactional delays, was ultimately completed on 1st April 2022.</p>	Green
Modernising and integrating our public services	Performance & Partnerships	Develop a new citizen engagement strategy by December 2021.	The delivery timescale for this step has changed. This will now be developed and published in 2022, in line with the requirements of the Local Government & Elections. (Wales) Act.	Amber
Modernising and integrating our public services	Resources	<p>Improve the Council's digital offer by:</p> <ul style="list-style-type: none"> <li>• Increasing the number of citizens accessing Council services via digital channels each year;</li> <li>• Developing a new Data Strategy by September 2021.</li> </ul>	<p>The Council's Data Strategy was approved at Cabinet in February 2022, alongside the Planning &amp; Performance Framework.</p> <p>The council continues to see an increase in the number of citizens choosing to access council services via digital channels with over 2 million contacts made digitally. The chatbot has handled over 105k chats, with an increase in use at weekends. Functionality has been expanded into new areas on the site, with its knowledge base increased to support residents with Council Tax, Fines and Elections.</p> <p>Total downloads for the Cardiff Gov mobile app are now 57,329 and the app continues to receive positive feedback from users.</p> <p>Updates have been made to functionality, allowing residents to make reports of graffiti, including providing a location and photograph. These recent updates have included changes to accessibility to ensure the platform is as accessible as possible for all users.</p>	Green

Modernising and integrating our public services	Resources	Establish Cardiff as a Smart City, where digital technologies and data are seamlessly used to enhance the lives of people and support recovery, by adopting the new Smart City roadmap by September 2021.	The Smart City Roadmap requires an economic development emphasis and further alignment with other council strategies. A cross-departmental working group has been established to facilitate the delivery of the Roadmap and to ensure better alignment with corporate strategies. Completion of the Roadmap is now on the Council's Corporate Plan for December 2022.	Green
Modernising and integrating our public services	Resources	Reduce sickness absence rates by: <ul style="list-style-type: none"> <li>• Continuing to support staff well-being, particularly through providing additional support for staff suffering with poor mental health;</li> <li>• Strengthening management practice across all directorates, with a focus on reducing long-term sickness absence rates.</li> </ul>	<ul style="list-style-type: none"> <li>• Over the last 12 months there has been a focus on the wellbeing of employees and the reduction in long term sickness cases . This has been supported by: <ul style="list-style-type: none"> <li>o Mental health promotion on a variety of themes, and wellbeing information being provided on a weekly basis</li> <li>o Promotion of Carefirst Employee Assistance Programme support along with promotion of webinars.</li> <li>o Information from Carefirst has featured in a number of health and wellbeing newsletters</li> <li>o Wellbeing sessions on topics such as improving your sleep and anxiety about returning to work from long term sickness</li> <li>o Bespoke Wellbeing support groups for schools during inset days</li> <li>o Bereavement support sessions</li> <li>o Taking care of yourself whilst homeworking support sessions</li> <li>o Building self-confidence and self-esteem sessions have been provided</li> <li>o 1 to 1 support for some employees suffering with anxiety, bereavement reaction, anxiety and depression</li> <li>o Provision of support to managers to reduce long term sickness cases.</li> <li>o Provision of data to Directorates, SMT, and Trade Unions to monitor sickness levels.</li> <li>o Training in difficult conversations and 'softer' communication skills</li> <li>o Menopause Support Group – Women's Network</li> <li>o Monthly Health and Wellbeing Newsletter</li> <li>o Promotion of National Awareness Days</li> <li>o Part of the Move More Eat Well Workplace Principles Group headed by Public Health Wales</li> </ul> </li> </ul>	Red

Modernising and integrating our public services	Resources	<p>Work towards achieving the Gold Level Corporate Health Standard Award by March 2024 by progressing the initiatives that are set out in the standard.</p>	<p>Due to extenuating circumstances caused by the pandemic it has not been possible to progress this to achieve the Gold level of the Corporate Health Standard.</p> <p>Public Health Wales are currently looking at the standard with a view to make changes to the award. Currently the timescale of the changes has not been communicated, so it would be prudent to wait until we know what will be included in the new award. This will of course impact on any decision we make as to whether we continue with the Gold award or stay at the Silver level.</p> <p>However, work has been undertaken throughout the year to support employees with initiatives such as Virtual Awareness sessions, Supporting Occupational Health in relation to the Wellbeing sessions, working with the employee networks to ensure information relevant to the networks is promoted, continued participation in the Active Travel Group and the newly formed Eat Well Move More group which both align to the standard.</p>	Green
Modernising and integrating our public services	Resources	<p>Get the best social and community value from the Council's £430m annual spend on goods, services and works by fully implementing the TOMs National 'Social Value' Framework on all contracts above £75,000 by December 2021.</p>	<p>We continue to play a leading role in the Welsh TOMs Taskforce. We are liaising closely with other early adopters of TOMs to learn lessons and from the feedback received from suppliers. We have updated our tender documentation and adapted our approach by introducing 3 proportionate versions of the TOMs:</p> <p>£250,000 TO £500,000 – Basic TOMs with around 10 Measures</p> <p>£500k to £2m – TOMs Light with around 20 measures</p> <p>Above £2m – Full TOMs</p>	Green
Modernising and integrating our public services	Resources	<p>Continue to support the foundational economy through the delivery of our Socially Responsible Procurement Policy by working with partners to further promote opportunities for social enterprises in Cardiff and to promote ethical employment.</p>	<p>The approach has been delayed to enable a more detailed analysis of the Council's spend data on a regional basis and by category of spend to identify sectors where the Council spend is low and there are opportunities to work with organisations to increase opportunities to tender for Council contracts. This will include events and potentially creating some more dedicated support for the sector. The Council will work with Cwmpas (formerly the Wales Co-op Centre) to develop a project to support efforts to 'Buy Local Buy Social'</p>	Amber

Modernising and integrating our public services	Resources	Strengthen our social partnership approach by updating our Procurement Strategy to promote fair work, the Foundational Economy and One Planet Cardiff objectives by July 2021.	Draft Strategy is being finalised and will be consulted on from mid to late April during which period the Delivery Plan will be finalised to incorporate feedback received during the consultation.	Green
Modernising and integrating our public services	Resources	<p>Progress and deliver our customer service agenda with a focus on:</p> <ul style="list-style-type: none"> <li>• Delivering a programme of online-based customer service training;</li> <li>• Progressing the customer and digital champions group across the organisation;</li> <li>• Reviewing customer services satisfaction through biannual benchmarking surveys</li> </ul>	<p>Customer training continues to be delivered council wide, there is currently 2 courses in place:</p> <ol style="list-style-type: none"> <li>1) Introduction to Customer Services - 245 staff have attended this during 2021/22 over 42 sessions</li> <li>2) Delivering Great Customer Service - 54 staff have this attended during 2021/22 (Launched May 21) over 8 sessions</li> </ol> <p>The Customer Service Strategy and online training E-Learning module will be launched during 2022/23.</p>	Green

<p>Modernising and integrating our public services</p>	<p>Resources/ Adults, Housing &amp; Communities</p>	<p>Develop a comprehensive programme of organisational recovery and renewal focused on:</p> <ul style="list-style-type: none"> <li>• Adopting agile working across the Council;</li> <li>• Promoting service innovation in response to the new operating environment;</li> <li>• Enhancing digital technologies in customer service and in back office functions;</li> <li>• Delivering recovery plans for the services whose business models were most impacted by the pandemic;</li> <li>• Embedding new locality delivery models in key community services;</li> <li>• Continuing to drive efficiencies across the Council.</li> </ul>	<p>Resources Update (Green)</p> <p>Work is ongoing to support the move to hybrid working, from early in quarter 1 staff will be able to book a range of meeting rooms, including rooms with hybrid facilities and there will be flexible bookable and drop in work spaces available in the Courtyard. The hybrid working project team will be running drop in sessions regarding these new spaces.</p> <p>A,H&amp;C Q4 Update (RAG Amber - some issues)</p> <p>Steering group in place for Cardiff Care development partnership block arrangements and initial planning commenced to develop a pilot to test out the feasibility of introducing the banking of hours and trusted partner approach to the new locality model</p> <p>St Isan Identified as North Cardiff locality building. During Q4 this building has been prepared ready for hand over on 1/4/2022. Further works will be undertaken in early Q1 22/23 to get the building ready for staff.</p> <p>Due to frontline service pressures and difficulties in recruitment and retention, the development plans have been modified to have less interaction with teams during Q4. This has allowed the teams to prioritise service delivery during increased winter pressures.</p> <p>In Q4 Cardiff Council expanded their GP cluster MDT support to North and East, building on the success of the South West cluster.</p> <p>Steering group in place for Cardiff Care development partnership block arrangements and initial planning commenced to develop a pilot to test out the feasibility of introducing the banking of hours and trusted partner approach to the new locality model</p> <p>St Isan Identified as North Cardiff locality building. During Q4 this building has been prepared ready for hand over on 1/4/2022. Further works will be undertaken in early Q1 22/23 to get the building ready for staff.</p> <p>Due to frontline service pressures and difficulties in recruitment and retention, the development plans have been modified to have less interaction with teams during Q4. This has allowed the teams to prioritise service delivery during increased winter pressures.</p> <p>In Q4 Cardiff Council expanded their GP cluster MDT support to North and East, building on the success of the South West cluster.</p>	<p>Amber</p>
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<p>Modernising and integrating our public services</p>	<p>Resources/ Adults, Housing &amp; Communities</p>	<p>Ensure that the Council’s workforce is representative of the communities it serves by:</p> <ul style="list-style-type: none"> <li>• Ensuring that our recruitment processes are not biased;</li> <li>• Supporting careers events in our least represented communities;</li> <li>• Reviewing current arrangements for Cardiff Works staff.</li> </ul>	<p>Resources Update (Green)</p> <p>A significant amount of work has taken place over the last 12 months to move the Council towards being more representative of the communities it serves which has included but is not limited to:</p> <ul style="list-style-type: none"> <li>• Working with our employee networks to understand any potential barriers/challenges to the recruitment process</li> <li>• Developing an independent recruitment panel process which will go live during 2022/23</li> <li>• Having a designated HR officer working with each Employee Network to co-ordinate a Programme of monthly meetings with the Organisational Development (OD) team and quarterly meetings with Chief Responsible Officer (CHRO).</li> <li>• Development of a Joint Employee Network Survey to establish a benchmark of membership and their lived experiences of working for the Council – with results available in Quarter 1 2022/23</li> <li>• A programme of additional HR support to Network members through HR, OD and Learning &amp; Development (L&amp;D) officers attending Network meetings to answer member questions and provide additional support and signposting e.g. recruitment process queries, training opportunities etc.</li> <li>• Fully involved in the development of Race Equality Taskforce action plan including committing to activities such as:</li> <li>• Reverse Mentoring Scheme in development</li> <li>• Leadership Development Programme in development</li> <li>• Following feedback from Black Asian &amp; Minority Ethnic members the revised R&amp;S Policy now includes:</li> <li>• The requirement for verbal feedback to be provided to all applicants who request it. This has been included under the Recruiting Managers Responsibilities, and is referenced in the Manager’s Guide</li> <li>• The requirement for recruiting managers to undertake Unconscious Bias training. How we rollout the wider unconscious bias training is currently being considered</li> <li>• Careers events widened to encompass higher education as well as schools to ensure that the Council is promoted to all ages and all groups of students</li> <li>• Signing of the Community Jobs compact has ensured better promotion of roles within the Council to Black, Asian and Minority Ethnic Communities.</li> </ul> <p>A,H&amp;C Update (Green)</p> <p>Job Descriptions and Job Evaluation Questionnaires have been written for both the Cardiff Works Coordinator and Assistant Coordinator Posts; both will be shortly going to JEQ panel. After which the posts will be created. Cardiff Works staff who have been in long term placements 4+ years, are now in permanent roles Managers across the Local authority have also been notified of their long term placement’s entitlements; the Cardiff Works Project Manager has helped to support. This will be an ongoing exercise.</p>	<p>Green</p>
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<p>Modernising and integrating our public services</p>	<p>Resources/ Adults, Housing &amp; Communities</p>	<p>Build on the Agency Workers Charter by:</p> <ul style="list-style-type: none"> <li>Continuing the process of transferring long-term agency staff into permanent contracts;</li> <li>Reviewing agency workers placed with the Council via the Into Work Service.</li> </ul>	<p>Resources Update (Green)</p> <ul style="list-style-type: none"> <li>Long term placements are being reviewed on a targeted basis with managers</li> <li>Work being undertaken with Waste management to promote opportunities to long term agency workers through a targeted campaign</li> </ul> <p>A, H &amp; C Update (Green)</p> <p>With over 3,500 placements this financial year it's been vital that CardiffWorks has a pool of suitable candidates available. Developing this pool has been a key aim, and it has been achieved with various means including speeding up the application process by moving online, close collaboration with the Cardiff Cares Academy and launching the 'Get Into CardiffWorks' training course. This will continue into the new financial year as CardiffWorks develops financial incentives &amp; a new training course designed specifically for the wide range of customer services roles that CardiffWorks increasingly has available.</p>	<p>Green</p>
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## Well-being Objective 8 – Managing the Covid-19 pandemic

Wellbeing Objective	Lead Directorate	Step	Q4 Updates	Q4 RAG
Managing the Covid-19 Pandemic	Economic Development	Ensure the Council has a robust Covid-19 Secure Policy, which remains in line with Central and Welsh Government legislation and Public Health Wales Guidance.	WG has provided the road map for the easing of Covid-19 restrictions and the long term Covid-19 transition from pandemic to endemic. All health and safety Covid-19 guidance is currently being reviewed, in line with recent announcements.	Green
Managing the Covid-19 Pandemic	Economic Development	Ensure all services that are located in a Council building or delivering contact services complete the risk assessments identified in the Council's Risk Assessment Guidelines.	Welsh Government (WG) has provided the road map for the easing of Covid-19 restrictions and the long term Covid-19 transition from pandemic to endemic. Going forward service areas will no longer be required to have a specific Covid-19 risk assessment, instead, the Corporate Covid-19 risk assessment will be reviewed in line with recent announcements and capture all the control measures.	Green
Managing the Covid-19 Pandemic	Economic Development	Enforce compliance with all Covid-19 regulations which fall under the authority of Shared Regulatory Services.	The emphasis for the Covid-19 Enforcement Teams during Quarter 4 focused on visiting the addresses of arriving travellers and individuals failing to engage or comply with the Test Trace Protect process. The further easing of Covid-19 restrictions meant the work of the Covid-19 Enforcement Teams has wound down with staff returning to their substantive roles as of 1st April 2022.	Green
Managing the Covid-19 Pandemic	Adults, Housing & Communities	Continue to ensure the availability of all necessary PPE to support the safe delivery of Council and partner services for staff and residents.	Exercise undertaken to establish projected non-social care PPE needs in the new financial year for the first quarter.  Liaison with Procurement to secure supplies ensuring a full product range remains available. Social care demand tracking has been undertaken on a weekly basis. This analysis is being used to inform dynamic ordering of stock through NHS Shared Services.	Green

Managing the Covid-19 Pandemic	Resources	Continue to deliver the Cardiff and Vale Test, Trace, Protect service to ensure effective contract tracing capacity.	<p>Release 11 on CRM - Automating all Index cases, providing a digital by default plan in line with staff reductions</p> <p>Briefing of Staff on the Living With Covid Safely - change in regulations including isolation, this outlines steps up until June.</p> <p>Receipt of formal funding letter, enabling management to work on new structure.</p> <p>Meetings with regional partners to review current C&amp;V SOP</p> <p>Discussion and implementation of the Wales Nation of Sanctuary: Ukraine (WNSU) helpline to repurpose staff</p> <p>Closed down telephony inbound service (digital channels still open &amp; callbacks available)</p>	Green
Managing the Covid-19 Pandemic	Resources	Provide a national Test, Trace, Protect surge capacity service.	<p>UK and Welsh Government both announced the removal of travel restrictions from 18th March. They further removed the passenger locator form requirement meaning that the arriving travel team's role became defunct. The existing travel team were repurposed to the surge aspect of the National Team.</p> <p>UK Government also announced the removal of the majority of Covid-19 restrictions in February and Welsh Government followed in March. Although a surge in index cases was seen during March, we anticipate a dramatic reduction in cases from April with the end of mass testing. Quarter 4 saw discussions and actions put in place to streamline the workforce in readiness for the anticipated reductions. Staff numbers were reduced by looking at performance and other factors. Work was undertaken to ensure all staff were briefed on the impending wind down with as much notice as possible. Workshops were carried out with teams to look at CV writing and applications. Potential job opportunities were highlighted to staff throughout March.</p> <p>With the request from Welsh Government to set up a contact centre to support the Wales Nation of Sanctuary: Ukraine (WNSU), discussions and actions took place to repurpose and retrain 25 staff from the National Team to support the WNSU into the new financial year. The inbound element was implemented at the very end of Quarter 4.</p> <p>We continued to work on the transition plan as mentioned above with a view to reducing overall workforce down by end of April initially. Work is ongoing on this. First steps were made in Quarter 4 with staff reviews taking place throughout the quarter.</p>	Green

Managing the Covid-19 Pandemic	Children's Services	Ensure the continued timely access to key worker testing (PCR) for Council and partner staff, and the roll-out of additional asymptomatic Lateral Flow Testing for the Council and partners.	Arrangements for Council and partner staff to access PCR and Lateral Flow testing are in place and working well.	Green
Managing the Covid-19 Pandemic	Economic Development/ Performance & Partnerships/ Resources	Support the delivery of the Mass Vaccination Programme by: <ul style="list-style-type: none"> <li>• Repurposing Council Buildings as vaccination centres;</li> <li>• Providing assistance with the logistical management of attendance at vaccination centres;</li> <li>• Supporting the delivery of the appointment booking system;</li> <li>• Supporting the identification of priority cohorts and the targeting of harder-to-reach groups.</li> </ul>	<p>Economic Development Update (RAG - Green) Vaccination Centres - Repurposing Council Buildings - Following discussion with the Cardiff &amp; Vale University Health Board Bayside and Splott MVC's leases have been extended to Q2, 2022/23.</p> <p>Performance &amp; Partnerships Update (Green) Following the completion of their initial workplan, the Ethnic Minority Sub-Group are with continuing the implementation of a longer-term action plan with focuses on improving health outcomes for ethnic minority groups, supported by a full-time role funded by the UHB, based in Butetown Hub</p>	Green

<p>Managing the Covid-19 Pandemic</p>	<p>Adults, Housing &amp; Communities/ Economic Development</p>	<p>Ensure continued support for high-risk settings, including care homes, home care, support living and hostels by:</p> <ul style="list-style-type: none"> <li>• Working with partners to implement the latest guidance.</li> <li>• Initiating outbreak management responses as required.</li> </ul>	<p>Economic Development Update (RAG: Green)</p> <p>Implement the latest guidance - WG has provided the road map for the easing of COVID restrictions and the long term COVID transition from pandemic to endemic. Going forward service areas will no longer be required to have a specific COVID risk assessment, instead, the Corporate COVID risk assessment will be reviewed in line with recent announcements and capture all the control measures.</p> <p>Initiate outbreak management responses - Shared Regulatory Services followed up 2,498 cases of COVID-19 in the care sector in the Cardiff &amp; Vale Health Board area to identify any work-related close contacts and ensure IP&amp;C measures were being implemented. Care providers with active outbreaks were provided with support to facilitate new admissions wherever possible and manage visits in accordance with a risk assessed approach. Care homes were also kept up-to-date with current PHW/WG guidance as the rules on outbreak management and testing changed in accordance with the revised winter plan for acute respiratory illness.</p> <p>A, H &amp; C Update</p> <p>Multi-agency meetings continue on a fortnightly basis to oversee the management of covid and new arrangements put in place for Contracts to undertake supportive telephone calls to any provider with a new outbreak to assess the need for a multi-agency supportive meeting.</p> <p>Whole sector domiciliary care briefings continue to be held on a monthly basis and the frequently of care home association provider meeting has been revised and reduced to 3 weekly rather than fortnightly.</p> <p>Sign off of Escalating Concerns Procedure delayed as further work has been undertaken to strengthen the decision risk matrix. It is expected that the new procedures will be signed off in the first Quarter of 22/23.</p> <p>Code of conduct for service users signed off by ASMT – implementation will take place in the first part of Q1 22/23.</p> <p>Covid-19 homeless task group / homeless Partnership meeting with statutory &amp; third sector partners took place in March.</p> <p>Regular updates are provided to all sites to ensure they are consistency following protocol and to update on changes to guidance.</p> <p>All providers have a direct point of contact to discuss concerns and talk through any potential issues.</p> <p>Changes to the protocols and the national lifting of restrictions have been communicated to partners as information becomes available.</p> <p>Main risk this quarter that has been noted and supported with partners are ongoing recruitment and staffing issues and the use of agency staff, this has improved during March with partners reporting vacancies being filled.</p> <p>Individual contract monitoring meetings continue monthly or quarterly basis where applicable with accommodation and support service providers</p>	<p>Green</p>
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Date: 21 September 2022



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Councillor Huw Thomas, Leader  
Councillor Chris Weaver,  
Cabinet Member, Finance, Modernisation & Performance,  
Cardiff Council,  
County Hall,  
Cardiff  
CF10 4UW

Dear Huw & Chris,

**Scrutiny Performance Panel 12 September 2022: End of Year 2021/22**

Please find attached a record of the observations and comments made by all five Scrutiny Chairs at our recent informal meeting to consider the Annual Well-being Report 2021/22 and end-of year assessment.

Thank you for attending in person, this was a most useful discussion. We offer our feedback to inform your final draft report, and I look forward to pre-decision scrutiny of the final report at the October meeting of PRAP.

Yours sincerely,

**COUNCILLOR JOEL WILLIAMS  
CHAIR, POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE**

CC Paul Orders, Chief Executive  
Sarah McGill, Corporate Director, People & Communities  
Ian Allwood, Head of Finance  
Gareth Newell, Head of Performance & Partnerships  
Dylan Owen, Operational Manager Policy & Improvement  
Suzanne Scarlett, Partnerships & Performance Manager

## Scrutiny comments and observations for further consideration

## Annual Well-being Report Observations

REF/PAGE	Observation/for further reflection
WBO1	<i>Cardiff is a great place to grow up</i>
	<p>The Chair of CYP sought assurances regarding financial pressures on schools, how many were in deficit and what was being done to manage and monitor this.</p> <p>Officers responded that at end of March 2022, 5 schools were in deficit with 1 of these being significantly so. The Leader added that school balances were at record levels, and are looking well, but the emerging energy costs could impact this. School balances across Cardiff currently were just over £32m, but this is not across all schools - some have higher balances than others. Those with balances were being supported by both Finance and Education. There had been spikes in demand for support services for vulnerable children and young people across the city, and these spikes are likely to continue.</p>
	<p>The Chair of PRAP sought clarification about school budget surpluses and how this is managed.</p> <p>Officers responded that schools with surpluses were at varying points – some with longer standing surpluses than others. School Budget Forum constantly monitors this as well as conversations with individual schools, particularly looking towards medium-long term plans and projected pressures. Schools have been signalled that finances could be diverted but only once all plans, pressures and challenges have been considered, but it is important that the right messages are being given to schools. Officers again reiterated the challenges of the energy crisis, demands for ALN and support services and therefore conversations will continue to take place during the coming year, including the Director of Education, S151 Officer, and Head of Finance.</p>
	<p>The Chair of CYPSC enquired about the financial impact on catering (including delivering universal free school meals - UFSM), transport, music service and specialist support services for the coming year, given that these are focussed areas.</p> <p>Officers responded that the roll-out of universal free school meals is being rolled out as planned, with all but 4 schools providing the required provision (the remaining 4 currently undergoing works to be able to accommodate this but offering cold options whilst this takes place).</p> <p>Transport costs are complex and continuing due to wider transport costs such as fuel, availability of drivers and additional routes required, as well as the fragility of the market. Officers added that the increased costs regarding taxi drivers shown in the ODR was there as a mitigation.</p>

## Scrutiny comments and observations for further consideration

	<p>Re catering, the cost of providing food remains a challenge. They reported that whilst the ambition of providing UFSM would be cost-neutral, discussions were ongoing across Wales with Welsh Government in terms of what that price would be, with inflation being factored in. Demand for school meals has not been at levels pre-pandemic, and this also had implications for catering units.</p>
	<p>The Chairs of ESC and CASSC asked supplementary questions regarding evaluation of school transport and how far these discussions go in terms of the critical need for it in addressing poverty etc. as well as the safety of the routes themselves.</p> <p>Officers responded that this was a work in progress and much had been focussed on Active Travel. ALN transport provision was very much a challenge and ensuring that we get this right, as costs per child varies, their location, and the need of the individual child in this situation. There are ongoing discussions between finance, education, and school transport colleagues. School transport is led by Welsh Government threshold rules and much of the challenge is in individual, bespoke transport for ALN pupils. Most schools now have Active Travel plans, but parents still choose to drive their children or use public transport, but this could change due to cost issues.</p>
	<p>The Chair of CYPSC asked what was being done to address the ongoing challenges across Education and Children's Services in relation to the vulnerability and complexity of demand for some children &amp; young people (and their families), and the demand for mental health and emotional well-being support.</p> <p>Officers again reiterated the complexity of this issue and stated that lots of work was underway to address the challenges they are seeing. Education is working closely with multi-agency colleagues (including Children's Services) regarding access to education that is appropriate to an individual's needs. Work is ongoing with Health re mental health support (CAMHS). Attendance remains a particular challenge (as highlighted in the introduction) but the Chair was assured that a lot of work was taking place across the Council, third sector and other partners to address this. It was also reported that the locality approach was assisting this issue in ensuring that the school was a key part of the community, individual and family and that a wide range of joined-up working was available. A framework is in place, and work was ongoing.</p> <p>The Leader also highlighted the work underway looking at referral pathways to ensure that issues are picked up quickly and effectively, which may become more apparent during the winter and the cost-of-living crisis –</p>

## Scrutiny comments and observations for further consideration

	<p>especially those children and young people who are vulnerable (or will become vulnerable as a result), on the edge of care etc.</p>
	<p>The Chair of CYPSC asked for further details regarding the Joint Recovery Service in relation to mental health and well-being, including commissioning, costs, and timescales for implementation</p> <p>Officers responded that this was part of the preventative approach and ensuring that interventions happen together, earlier and are joined-up – avoiding getting to crisis level – shifting the balance of care. It was reported that it was vitally important the right skilled people and services were available for families, at a lower (earlier) level, including assessments identifying gaps and these being provided earlier.</p>
KPI 1.34	<p><b>The percentage of children reoffending within six months of their previous offence</b></p> <p>The Chair of CASSC explored the target for this KPI and questioned if this target should be reviewed.</p> <p>Within the response, witnesses advised that the YJS set the target for this KPI, targets have been reviewed and would be reflected in the new YJS Strategy, which is to be published shortly.</p>
<b>WBO2</b>	<i>Cardiff is a great place to grow older</i>
KPI 2.1	<p><b>The percentage of clients who felt able to live independently in their homes following support from Independent Living Services.</b></p> <p>The Chair of CASSC noted the positive results for this KPI, however highlighted the lack of detail in the draft Annual Well-being Report (and KPI dashboard) on what the exact numbers of '95%' is.</p> <p>Further, the Chair of CASSC also highlighted the absence of detail on the client base accessing the services noting this is required to provide insight on if all cohorts of Cardiff's community are accessing the service.</p> <p>The Chair notes from the response this information should be available in the authority's database and so <b>recommends</b> this information be incorporated into the draft Annual Wellbeing-Plan.</p>
KPI 2.2 & 2.3	<p><b>The number of people who accessed the Community Resource Team &amp; The total hours of support provided by the Community Resource Team</b></p> <p>The Chair of CASSC, noted in July's committee meeting, when CASSC Members explored the disappointing KPI results for the CRT team they were informed the main reason for this poor result is due to recruitment issues and that a review is currently underway to review eligibility for access into</p>



## Scrutiny comments and observations for further consideration

	<p>CRT services (as a way of easing demand), and so, the Chair sought an update on the review.</p> <p>In their response, officers outlined the challenges facing this sector, and provided an update on the ongoing work regarding recruitment and retention.</p>
KPI 2.5	<p><b>The percentage of new cases dealt with directly at First Point of Contact (FPoC) with no onward referral to Adult Services.</b></p> <p>The Chair of CASSC noted the consistent overachieving of the target for this KPI and questioned why this target had not been raised. In addition, the Chair sought assurance that there is a quality assurance process in place when no onward referral to adult services is made.</p> <p>From the response, officers advised given the ongoing work on changing the service model, the service would require a review before consideration is given to changing targets.</p> <p>Further to this, officers confirmed due to the involvement of social care professionals within FPoC, there is very clear oversight providing assurance that no referral that should have gone onward, is missed.</p>
KPI 2.7	<p><b>The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.</b></p> <p>The Chair reiterated CASSC Members previous concern over the national suspension of collecting data for this KPI and asked how data on this significant issue is being reviewed and monitored locally with partners during this national suspension.</p> <p>Within the response, officers noted the need for accurate data however raised caution on data which holds a degree of subjectivity as this in turn poses difficulties for assessment.</p> <p>The witness panel advised the flow of patients leaving hospital in Cardiff has improved significantly and this is in part down to the strength of partnership working with health colleagues however more work is required within the hospital on patient flow and efficiency of processes.</p> <p>Within discussions the Chair of CASSC referenced how CASSC were previously informed a new mechanism for reporting delayed transfer of care was currently being trialled and sought an update on its progression.</p> <p>In their response officers outlined the importance of multi-disciplinary team presence in hospitals, and the assurance that provides in offering a safe discharge and the reporting of data.</p>

## Scrutiny comments and observations for further consideration

	<p>Given the significant demand and growing pressure in adult services, the Chair of CASSC raised concerns over the quality-of-care vulnerable residents of Cardiff receive, and so, the Chair explored why there are no direct KPIs measuring quality of care.</p> <p>Officers confirmed there is a Quality Assurance Framework in place within the directorate which provides this data and allows monitoring and review of such concerns.</p>
<b>WBO3</b>	<i>Supporting people out of poverty</i>
	<p><b>Into work support</b></p> <p>The Chair of E&amp;CSC sought clarification on whether the On-Site Construction Academy provided training in Modern Methods of Construction.</p> <p>Sarah McGill, Corporate Director – People &amp; Communities, assured the Panel that this is provided, both in theory and in practice, with onsite experience via the Housing Development Programme and other providers.</p>
KPI 3.3 KPI 3.4 KPI 3.5	<p>The Chair of E&amp;CSC noted the increase in demand for Into Work services and sought assurance the Council was working with partners such as the Department for Work and Pensions (DWP) to ensure clients access available Into Work grants and benefit follow-on.</p> <p>The Leader and Sarah McGill, Corporate Director – People &amp; Communities, confirmed there is collaboration with partners to simplify the process for those seeking work, with an integrated approach with DWP.</p>
	<p>The Chair of E&amp;CSC asked whether Into Work Services has targets for longevity of work, to guard against clients being ‘recycled’ because of short-term contracts.</p> <p>Sarah McGill, Corporate Director – People &amp; Communities, confirmed that there are indicators for longevity of placements and that staff look to get details on how long clients are maintaining placements. She noted that there may be more work to do in this area, as currently relying on clients responding to officers’ requests for information and this does not always happen.</p>
	<p>The Chair of E&amp;CSC asked whether in-service skills development and qualification programmes are provided to the care staff recruited via Into Work services.</p>

## Scrutiny comments and observations for further consideration

	<p>Sarah McGill, Corporate Director – People &amp; Communities, provided assurance that the emphasis is on trying to attract and keep staff within the sector and that they work to ensure staff have the skills they need prior to being employed in the sector as it can be off-putting for carers to have to organise this themselves given the number of courses they need to complete. She highlighted that, nationally, there is work to do to improve the career development path for carers as well as the pay rates, and that, in Cardiff, there could be an opportunity to link career development to other forms of independent living support and to the locality way of working, which could make the role more interesting.</p>
	<p>The Chair of ESC asked that given the difficulty across the Council in filling posts and that the Council has oversight of all children are we doing enough to promote the available opportunities.</p> <p>The Leader noted that work done via the Cardiff Commitment, which has had its capacity increased, and that the Council does have a presence at job fayres., significant work has been done with Welsh schools and that the apprentice programme is successful and strategic relationships are being developed with universities.</p>
KPI 3.15 & 3.16	<p><b>The percentage of rough sleepers housed in the previous month who have maintained their accommodation / The percentage of people who have experienced successful outcomes through the homeless reconnection service.</b></p> <p>The Chair of CASSC explored why, within these KPIs, only 64% of rough sleepers housed have maintained accommodation and 74% have experienced successful outcomes.</p> <p>Within the response witnesses highlighted the results could be perceived as an achievement when taking into account the complexity of circumstances, and that in turn, the results reflect the complexity of the cohort in receipt of services.</p>
	<p>The Chair of CASSC noted given the lack of available and affordable properties in the private rented sector, and the anticipated increased demand on homeless prevention services, why there is no KPI detailing the Council performance on bringing empty properties in the private sector back into use.</p> <p>As outlined above, given the current context and the knowledge that this data is collected under the Performance Measurement Framework for Local Government in Wales, the Chair makes <b>two recommendations</b>; the first is that information on the Council's work in this field is included in the draft Annual Wellbeing Plan and the second;</p>

## Scrutiny comments and observations for further consideration

	that a KPI on the Council's performance on bringing empty properties in the private sector back into use is incorporated into this performance framework.
<b>WBO4</b>	<i>Safe, confident and empowered communities</i>
<b>KPI4.1</b>	<p><b>Total number of council homes completed and purchased</b></p> <p>The Chair of CASSC noted that the target at year-end for new council homes completed was not achieved, and so, sought assurance the completion of 1,000 new homes by December 2022 would be met.</p> <p>Within the response, witnesses confirmed the 1,000 target would be met, however outlined the complexity and challenges interlinked in achieving this work including inflationary pressures.</p> <p>Following this, the Chair or PRAP explored the current inflationary pressures resulting in construction costs being far greater than estimated, and how, this is managed.</p> <p>Witnesses advised to help manage this challenge, work is done to actively manage supply chains and ensure suppliers are financially viable. If costs do come back higher than estimated, officials remain mindful to the budgetary framework with considerations on whether the scheme is progressed being taken to the Council's Executive.</p>
<b>KPI4.14</b>	<p><b>The extent to which citizens agree that local public services are successfully dealing with ASB &amp; crime in their local area.</b></p> <p>The Chair of CASSC noted the disappointing results for this KPI and requested insight on what work is being done to explore why citizens are not happy.</p> <p>In the response, the witnesses advised the CSP has led a significant amount of work around problem solving, particularly in areas with high ASB with their work including identifying baseline concerns of individuals living in those areas and putting interventions in place to help determine success of the work.</p>
<b>WB05</b>	<i>A capital city that works for Wales</i>
<b>KPI 5.1</b>	<p><b>The amount of Grade A office space committed to in Cardiff</b></p> <p>The Chair of E&amp;CSC noted this is a two-year rolling target and that it is below target as at the end of 2021-22. He questioned whether there are commitments in 2022-23 that will ensure the target is met or whether the increase in hybrid working and coworking following the pandemic would impact on this.</p>

## Scrutiny comments and observations for further consideration

	<p>The Leader confirmed that there are a couple of major office space developments that are either committed to or are on the cusp of being committed to, which will ensure the target is met and advised that officers believe there to be decent demand for Grade A office space.</p> <p>Later in the meeting, during discussion of WBO7, the Leader added that, whilst there is a move to hybrid working, there is still demand for Grade A office space from existing employers looking to upgrade to more energy efficient offices as well as new employers coming into Cardiff.</p>
<p><b>KPI 5.6</b></p>	<p><b>Attendance at Council Venues</b></p> <p>The Chair of E&amp;CSC noted performance is below target and sought clarification as to whether the target had been adjusted following the New Theatre moving under new management. He asked whether the shortfall is significant in terms of the long-term viability of council venues, such as St David's Hall.</p> <p>The Leader clarified that the target has been adjusted, given that New Theatre attendances no longer count as Council Venue attendances. He advised that budgetary provision has been made in 2022-23 to address income shortfalls resulting from the impact of the covid pandemic and that work is needed to boost income levels in 2023-24.</p> <p>The Chair of PRAP highlighted that St David's Hall looks tired and in need of investment, which could help to attract increased revenue.</p> <p>The Leader responded that investment has been made but has focused on roof repairs and acknowledged that St David's Hall needs a lift but that it is debatable whether the Council on its own can provide the finances to do this. He highlighted that St David's Hall only receives circa £80,000 Arts Council funding, despite it being an important venue for Wales. He confirmed that the Council is looking at the future way forward for St. David's Hall.</p> <p>The Chair of ESC asked whether staff offers are used to try to ensure venues are full; the Leader responded that this does happen where permissible but that sometimes there are limits on what offers can be made, depending on the contract that exists between the venue and the promotion company for each production.</p> <p>The Chair of PRAP queried whether the lower attendance levels were to do with the performances programmed. The Leader responded that there may be an element to do with programming – the reason the Arts Council provides funding is partly to compensate for the shortfall in attendances for some classical concerts.</p>

## Scrutiny comments and observations for further consideration

	<p>The Chair of E&amp;CSC questioned the use of Transforming Town Loans, with £2.35m on 3 city centre schemes – did this include the scheme linked to a famous multi-millionaire footballer? The Chair of PRAP recognising that the scheme regenerated buildings and generated employment but questioned this specific use.</p> <p>The Leader responded that he was not sure of the specific details of the individual scheme but was aware that the scheme had been led by a Cardiff partner and that the involvement of the various partners gives the Council confidence of the favour of the loan.</p>
<b>WBO6</b>	<i>Cardiff grows in a resilient way</i>
KPI 6.19	<p><b>Waste and Recycling</b></p> <p>The Chair of ESC commented that Cardiff may be one of the best performing ‘core cites,’ however no comparative information is provided to support this statement. He also noted that despite this, meeting statutory Welsh Government recycling targets remains a challenge. The Chair also commented that it is difficult to bring the public along with us if we ignore ‘local’ comparisons.</p> <p>The Leader responded by saying the issues in Cardiff are on a different scale to Swansea or Newport, citing the density of HMOs and the number of students in Cardiff being half the population of Newport. Officers agreed to include comparative core city information.</p> <p>It was also noted that a new recycling strategy is to be considered shortly by the Environmental Scrutiny Committee</p>
<b>KPIs - in general and the number that are green</b>	<p>The Chair of ESC asked if the KPIs reflected a city-wide position and if it is appropriate to keep KPIs in the Corporate Plan if they meet/exceed targets year after year.</p> <p>Officers commented that there needs to be a ‘balance’ of indicators that include those that ensure we do not lose sight of service performance.</p>
	<p><b>Flood and Coastal Erosion</b></p> <p>The Chair of ESC asked how concerned or worried are offices and cabinet about the challenge and risk noted in the Report, i.e., how much will it cost? How will it be funded? And when will it start?</p> <p>The Leader noted that a report is due shortly and that there was frustration rather than concern.</p>
KPI 6.1	<b>Active Travel Plans</b>

## Scrutiny comments and observations for further consideration

	<p>The Chair of E&amp;CSC made the observation in relation to support for safe Active Travel Plans for schools and it would be helpful if active travel measures and infrastructure changes were congruent.</p>
	<p><b>The Cardiff Heat Network</b></p> <p>The Chair of E&amp;CSC asked about the progress in relation to the Cardiff Heat Network, showing as amber at the end of 2021-22, and whether there were implications for other linked developments, including Atlantic Wharf and the Indoor Arena.</p> <p>The Chief Executive explained that good progress has been made in recent months, with a key issue with Viridor related to the cost of capital works close to being resolved, and assurance that the supply of energy to key projects in the city will be achieved.</p>
<b>WBO7</b>	<i>Modernising and integrating our public services</i>
KPI7.9	<p><b>Reduce the maintenance backlog</b></p> <p>The Chair of PRAP sought clarification as to why targets for reducing the maintenance backlog had been scaled back from £20m to £2m in 2021-22. Officers indicated that this reflects the conclusion of the previous 5-year property strategy, and deferral of the next 5-year strategy by 1 year as a consequence of the pandemic. The targets for 2022-23 have increased. Members highlighted the relationship between the Property Strategy and the Council's Hybrid Working arrangements, and the importance of the Council sending the right signals to the property market. A core office strategy will come forward which both reflects space requirements and the need for prudence in reducing maintenance and energy costs.</p>
KPI7.12	<p><b>The number of working days/shifts per full-time equivalent (FTE) Local Authority employee lost due to sickness absence.</b></p> <p>The Chair of PRAP drew attention to the target and poor result for sickness absence in 2021-22 and proposed that the KPI be severed into long- and short-term targets. Whilst accepting there is scope for significant improvement, the Chief Executive considered sickness performance to be reasonable in the context of the pandemic and given that some progress has been made on short term absence levels, particularly with the introduction of hybrid working, and that considerable investment in well-being support continues. The Cabinet Member highlighted that when Covid-19 related absences were discounted sickness absence reduced significantly and was only slightly above target.</p>

## Scrutiny comments and observations for further consideration

	<p>Both Cabinet Member and officers agreed it would be preferable to retain one KPI performance measure, whilst tracking both long and short-term sickness. This is important as it allows comparability of corporate targets with other local authorities. Corporate pressure continues to be applied on individual long-term cases via regular challenge sessions with managers. PRAP was invited to examine services with particularly high levels of absence, identified as Adult Social Services, Waste Management and Schools.</p>
KPI7.17	<p><b>Maintaining customer/citizen satisfaction with Council services</b></p> <p>The Panel expressed great concern at the 47.3 % result against a 70% target for this indicator. All present agreed Cardiff wants to be the best.</p> <p>The end-of-year result was claimed to reflect a 20% national fall in satisfaction with council services as reported by the LGA. Officers highlighted that Cardiff's performance has consistently been one of the best in Wales over many years up to 2019-20, as reflected in the National Survey for Wales.</p> <p>We note officers would welcome a further strengthening of national comparator performance indicators.</p>
<b>WB08</b>	<i>Managing the Covid-19 pandemic</i>
<b>General</b>	<p>Chairs noted that the Shared Regulatory Service appears to have coped well during the pandemic; the TTP team have since been involved in the Council's response to the Ukrainian crisis, and a significantly reduced team is the subject of further conversation with Welsh Government.</p> <p>Chairs also commented that the redeployment of TTP staff and the skills that they have learnt will be an asset to the city.</p>
	<p>The Chair of ESC asked with winter approaching what preparations are being made as there will be pressure on Social Care and the Health Board resources.</p> <p>Sarah McGill, Corporate Director – People &amp; Communities, commented that the approach to multi agency problem-solving, real-time intelligence led decision making and doing what we do well and not doing each other's jobs, is an approach that worked well and is something we want to take forward.</p>
<b>KPI 8.3</b>	<p><b>The number of items of PPE issued</b></p> <p>The Chair of CASSC noted the high levels of costing for PPE and questioned what the estimated cost trajectory is for PPE within upcoming winter months.</p>



Scrutiny comments and observations for further consideration

	<p>Witnesses advised the supply and demand of PPE has reduced of late, however there is a level of uncertainty around the need for PPE in the coming months. Witnesses were unable to provided detail on current cost trajectory, however provided assurance that there is currently a high surplus of stock from previous months which should help keep upcoming costs down.</p>
<p><b>Appendix A</b></p>	<p><b>Annual Wellbeing Report</b></p>
	<p>The Chair of E&amp;CSC highlighted that the Race Equality Taskforce was mentioned briefly in the Annual Wellbeing Report and that its recommendations, which were accepted by the Cabinet, had not been included in the Forward Look: Areas of Focus sections in the Report; why was this and how will they be integrated into the performance management process?</p> <p>Gareth Newell responded that the Leader committed to accepting the recommendations in full in March 2022, that an update is due to Cabinet in December 2022, and that it is intended to build the response and actions arising for each recommendation into the Corporate Plan and Directorate Delivery Plans 2023-24 onwards, with progress being tracked via the performance management framework, including these meetings, thus providing visibility.</p>



**SWYDDFA'R ARWEINYDD  
OFFICE OF THE LEADER**

Fy Nghyf / My Ref: CM48457

Dyddiad / Date: 12 October 2022

Councillor Joel Williams  
Chair, Policy Review and Performance Scrutiny Committee  
Cardiff Council,  
County Hall,

Via email: [n.newton@cardiff.gov.uk](mailto:n.newton@cardiff.gov.uk)

Annwyl/ Dear Joel,

**Scrutiny Performance Panel 12 September 2022: End of Year 2021/22**

Thank you for your letter dated 21 September 2022 and for convening the Performance Panel. The session was, as ever, a valuable and informative one.

Please find attached the formal response to the recommendations made following the meeting. The recommendations of the Panel are welcomed, and all have been accepted in full.

I look forward to further pre-decision scrutiny of the final report next month.

Yn gywir/ Yours sincerely,

**CYNGHORYDD / COUNCILLOR HUW THOMAS  
ARWEINYDD / LEADER  
CYNGOR CAERDYDD / CARDIFF COUNCIL**

**Councillor / Y Cynghorydd Chris Weaver  
Aelod Cabinet dros Gyllid, Moderneiddio a Pherfformiad  
Cabinet Member for Finance, Modernisation & Performance**

## Scrutiny Performance Panel: End-of-Year Review 2021-22. 12 September 2022

Scrutiny comments and observations for further consideration

The responses have been grouped into three categories (below), depending on the nature of the Panel's comments, with a response or explanatory note included as necessary.

- Recommendation Accepted
- Recommendation Partially Accepted
- Recommendation Not Accepted

### Annual Well-being Report 2021/22: Recommendations

REF/PAGE	Observation/for further reflection	Response	Status
<b>WBO2</b>	<i>Cardiff is a great place to grow older</i>		
KPI 2.1	<p><b>The percentage of clients who felt able to live independently in their homes following support from Independent Living Services.</b></p> <p>The Chair of CASSC noted the positive results for this KPI, however highlighted the lack of detail in the draft Annual Well-being Report (and KPI dashboard) on what the exact numbers of '95%' is.</p> <p>Further, the Chair of CASSC also highlighted the absence of detail on the client base accessing the services noting this is required to provide insight on if all cohorts of Cardiff's community are accessing the service.</p> <p>The Chair notes from the response this information should be available in the authority's database and so <b>recommends</b> this information be incorporated into the draft Annual Wellbeing-Plan.</p>	<p>Given the nature of Independent Living Services' work, the client base is mainly older people and disabled people. This information has been included in the Annual Well-being Report.</p> <p>The number of clients who felt able to live independently in their homes following support from Independent Living Services is 300 out of 317 which equals 95%. The figure has been included in the Annual Well-being Report.</p> <p><u>Relevant page of the Annual Well-being Report:</u> Page 17</p>	<b>Recommendation Accepted</b>

<b>WBO3</b>	<i>Supporting people out of poverty</i>		
	<p>The Chair of CASSC noted given the lack of available and affordable properties in the private rented sector, and the anticipated increased demand on homeless prevention services, why there is no KPI detailing the Council performance on bringing empty properties in the private sector back into use.</p> <p>As outlined above, given the current context and the knowledge that this data is collected under the Performance Measurement Framework for Local Government in Wales, the Chair makes <b>two recommendations</b>;</p> <p>the first is that information on the Council's work in this field is included in the draft Annual Wellbeing Plan and the second;</p> <p>that a KPI on the Council's performance on bringing empty properties in the private sector back into use is incorporated into this performance framework.</p>	<p>Public Accountability Measures (PAMs), the Performance Measurement Framework for Local Government in Wales, have been discontinued with 2020/21 data as the last data release.</p> <p>Additional information has been included in the report regarding the work to bring empty homes back into use.</p> <p><u>Relevant page of the Annual Well-being Report:</u> Page 27</p> <p>Two KPIs regarding empty properties were introduced for the financial year 2022/23 under Well-being Objective 4: Safe, confident and empowered communities. They are:</p> <ul style="list-style-type: none"> <li>• The percentage of empty private sector properties brought back into use during the year through direct action by the Local Authority (PAM 013)</li> <li>• The number of additional dwellings created as a result of bringing</li> </ul>	<p><b>Recommendations Accepted</b></p>

		empty properties back into use (PAM 045)	
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Ref: GAC2022-1  
Date: 10 October 2022

Councillor Huw Thomas and Paul Orders  
County Hall  
Atlantic Wharf  
Cardiff  
CF104UW

Dear Councillor Huw Thomas and Paul Orders

## **Governance and Audit Committee Recommendations and Observations - Draft Well-being (Self-Assessment) Report 2021/22**

In accordance with the Local Government and Elections (Wales) Act 2021, the Governance and Audit Committee has a responsibility to review the Council's draft annual Self-Assessment Report (represented by the Annual Well-being Report) and to make any recommendations for changes.

This is the Committee's inaugural review of the above report since the legislative responsibilities of the Committee have been brought into force. Our review has followed a process of engagement, primarily with Gareth Newell, Head of Performance and Partnerships, during the municipal year 2021/22. This engagement has informed our Committee of processes for the report's preparation, assessment, scrutiny and oversight.

A Governance and Audit Committee consultation on the above report commenced with Paul Orders, Chief Executive and Gareth Newell, Head of Performance and Partnerships attending our Committee meeting on 27 September 2022 to present the draft annual Self-Assessment Report. The meeting was informative, and we received a clear outline of the different performance and assurance components which make up the overall assessment. We raised questions from our initial consideration of the report and received useful explanations. On behalf of the Committee, I would like to thank these officers for attending our Committee to provide an invaluable outline of the report.

The following recommendations and observations reflect on the draft report received in Committee, introductory pages to the report which we subsequently circulated, and the considerations which followed with the engagement of the full Committee.

### **GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

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

### **WORKING FOR CARDIFF, WORKING FOR YOU**

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



**STRONGER  
FAIRER  
GREENER**



**We raise the following Governance and Audit Committee ‘Recommendations’.**

Recommendations	
1.	We recommend that the draft Strategic Assessments under each Wellbeing Objective are reviewed to: -  a. ensure the overall evaluative conclusions are explicitly recorded, b. consider if they provide sufficient emphasis on outcomes.
2.	The Committee recognises the well-structured and comprehensive self-assessment process. However, we recommend the Council considers if the Annual Well-Being Report adequately records conclusions on the extent to which it meets its “performance requirements” namely: -  a. It is exercising its functions effectively, b. It is using its resources economically, efficiently and effectively, c. Its governance is effective for securing the above
3.	It is considered that the narrative self-assessment within the “Key Successes” sections have an emphasis on input activities, we recommend that for future annual Self-Assessment Reports, that the Council consider whether a stronger focus on outcomes can be applied.

**We also raise the following Governance and Audit Committee ‘Observations’.**

Our Committee has wider observations which are outlined in the following paragraphs. These observations are not to be treated as recommendations, but as matters for the Council to reflect upon and consider, as future annual reports are prepared. The Committee offers them in the spirit of continuous improvement.

- Our Committee recognises that the annual report represents the Council’s comprehensive evaluation of its performance. Members also recognise the importance of the Council’s wider stakeholder collaboration and partnerships through which there are shared goals and ways of working. Consideration could be given in future reports to the representation of whole-system objectives and the Council’s performance in this wider context.
- In further reflection on engagement, the Council may consider outlining details of the consultations and surveys related to the Well-being Objectives assessed, which could enhance the narrative within the assessment.



- Where data is used to illustrate performance, it should include a context so that the reader can consider the level of performance. There were some examples of figures being quoted for which it is not possible to identify if performance is good, bad or indifferent.
- In future reports, consideration could be given to increasing the prominence of the evaluation of the 5-ways of working as defined in the Well-being of Future Generations (Wales) Act 2015.

We trust that the recommendations and observations contained within this letter offer useful and practical insight from our Committee on the areas where we consider the representation of the Council's performance assessment could be enhanced, and a means to build upon what our Committee recognise as a comprehensive and professionally written report.

Yours sincerely

**David Hugh Thomas**  
**Chairperson, Governance and Audit Committee**

**Gavin McArthur**  
**Deputy Chairperson, Governance and Audit Committee**

**On behalf of the Governance and Audit Committee**

Cc

Governance and Audit Committee  
Scrutiny Committee Chairpersons  
Chris Lee, Corporate Director Resources  
Chris Pyke, Audit Manager  
Gareth Newell, Head of Performance and Partnerships  
Dylan Owen, Head of the Cabinet Office  
Gary Jones, Head of Democratic Services



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Ref: GAC2022-1  
Date: 14 October 2022

David Hugh Thomas, Chairperson – Governance and Audit Committee, and Gavin McArthur, Deputy Chairperson – Governance and Audit Committee  
Cardiff Council  
County Hall  
Cardiff  
CF10 4UW

Dear Mr Thomas and Mr McArthur,

**Governance and Audit Committee Recommendations and Observations –  
Draft Well-being (Self-Assessment) Report 2021/22**

Thank you for your letter dated 10 October 2022 following the committee meeting on 27 September. This meeting was the first time that the Committee have been required to review the draft Annual Well-being (Self-Assessment) Report. It was a constructive and useful session.

Please find attached the formal response to the three recommendations made following the meeting. The recommendations of the Committee are welcomed, and all have been accepted in full. The observations of the Committee have been noted and will be taken forward into the development of subsequent Well-being Reports.

We look forward to ongoing dialogue and joint working with the Committee in the years to come to ensure that the Council continues to meet the performance requirements to the fullest extent.

Yn gywir/ Yours sincerely,

Paul Orders  
Chief Executive, Cardiff Council

CYNGHORYDD / COUNCILLOR HUW THOMAS  
ARWEINYDD / LEADER  
CYNGOR CAERDYDD / CARDIFF COUNCIL

Recommendation	Status	Response	Action Date
<p>We recommend that the draft Strategic Assessments under each Wellbeing Objective are reviewed to</p> <ul style="list-style-type: none"> <li>a. ensure the overall evaluative conclusions are explicitly recorded,</li> <li>b. consider if they provide sufficient emphasis on outcomes.</li> </ul>	Accepted	<p>For each Well-being Objective section of the draft report, the Strategic Evaluation section has been reviewed following Committee and amended to provide a stronger evaluative assessment of performance. The Council commits to work in consultation with the Committee on further implementing this recommendation in the forthcoming mid-year assessment and in future Annual Well-being Reports.</p>	17/10/2022
<p>The Committee recognises the well-structured and comprehensive self-assessment process. However, we recommend the Council considers if the Annual Well-Being Report adequately records conclusions on the extent to which it meets its “performance requirements” namely: -</p> <ul style="list-style-type: none"> <li>a. It is exercising its functions effectively,</li> <li>b. It is using its resources economically, efficiently and effectively,</li> <li>c. Its governance is effective for securing the above</li> </ul>	Accepted	<p>The Council has clarified in the revised draft report that it considers that the self-assessment process and the Annual Well-being Report ensures that Council is meeting the statutory performance requirements. The Council commits to work in consultation with the Committee on continuing to strengthen the Council’s approach to future Annual Well-being Reports.</p>	17/10/2022
<p>It is considered that the narrative self-assessment within the “Key Successes” sections have an emphasis on input activities, we recommend that for future annual Self-Assessment Reports, that the Council consider whether a stronger focus on outcomes can be applied.</p>	Accepted	<p>The Council will review the Key Successes sections of future reports to ensure an appropriate balance between input, output and outcomes is presented.</p>	15/12/2022

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Date: 20 October 2022

Councillor Huw Thomas, Leader  
Councillor Chris Weaver,  
Cabinet Member, Finance, Performance & Modernisation  
Cardiff Council,  
County Hall,  
Cardiff  
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Dear Huw & Chris,

### **PRAP 18 October 2022: Annual Well-being Report 2021/22**

On behalf of the Policy Review and Performance Scrutiny Committee thank you for facilitating pre-decision scrutiny of the Annual Well-Being Report 2021/22. Please also pass on our thanks to the Chief Executive, Corporate Directors and Head of Performance for the presentation and overview of end-of-year performance. We offer the following comments and observations for your consideration. You will find our requests and recommendations at the end of the letter.

#### **An improved performance framework**

The Committee recognises that there have been many successes in 2021/22, however notes the big challenges highlighted in the Annual Well-being Plan; increasing demand in Children and Adult Services; recycling rates; cost-of-living pressures; and the overall financial position. We are therefore reassured that the Council has in place an improved, more effective, performance framework, together with a robust self- assessment procedure based on a broad number of data sources that enables a balanced assessment of performance.

#### **Inherent uncertainty**

The Committee notes that the next 6 months will present significant financial challenges and will require a significant savings programme, identifying efficiencies that align with clear guidance from the Cabinet to protect the vulnerable, vital services and support the workforce. We note that at this time of considerable uncertainty the strategy is considered the right one in planning for the worst-case scenario. Major demand issues, work pressures, interest rate and energy price increases mean that in setting a budget this year the Council is facing inherent uncertainty, and this Committee is keen to assist in the budget setting journey as solutions are explored.

## **Supporting the workforce**

Members are concerned that the workforce faces many additional pressures, not least from the uncertainty of the Council's budget position. We note that you will continue to provide well-being services and encourage management visibility. You reassured us that the Council has in place structures to reassure staff, to maintain good communications, drawing on and enhancing existing well-being services. We support working more closely with trade unions and stress the importance of setting out how staff can expect to be treated.

Members unanimously support the importance of constructive industrial relations. We note you will analyse of the outcome of the Council's request to staff for expressions of interest in voluntary redundancy and **request** that you write to the Committee with details, keeping Members advised of the likelihood of compulsory redundancies.

## **Arts & Culture**

Members consider it important that the Well-being Plan supports residents of all ages and avoids working in silos. The Committee considers that an opportunity has been missed within the Well-being Plan to acknowledge the impact that Arts and Culture can have on general well-being. Current references and indicators for Arts and Culture are focussed on economic development rather than well-being and Members **recommend** that you give more thought to this.

Members would also like to see more focus on the quality of footways, given the Active Travel aspirations.

## **Customer satisfaction**

The Committee re-iterated the concern of the Performance Panel that customer satisfaction with Council services in 2021/22 is 47% against a target of 70% for 2021/22 (WBO 7.17). We are concerned that levels of satisfaction have fallen by 20% and are at their lowest level in 5 years. We note this represents a general trend across public service organisations and you would like to see an improvement.

## **Improving accessibility**

This was the Committee's first consideration of the Annual Well-being Plan, and as such Members commented that the volume and complexity of information had been somewhat overwhelming. Given that scrutiny of significant corporate planning documents falls within this Committee's Terms of Reference and many Members are

new to the Committee, we would welcome the opportunity to engage in a more accessible way, that allows more focus on performance detail.

**Requests following this scrutiny:**

- That you share the outcome of the Council's request for expressions of interest in voluntary redundancy with the Committee, keeping Members advised of the likelihood of compulsory redundancies.

**Recommendations to be monitored following this scrutiny:**

To summarise, the Committee makes one formal recommendation, set out below. As part of the response to this letter I would be grateful if you could state whether the recommendation is accepted, partially accepted or not accepted and summarise the Cabinet's response. If the recommendation is accepted or partially accepted I would also be grateful if you could identify the responsible officer and provide an action date. This will ensure that progress can be monitored as part of the approach agreed by Cabinet in December 2020.

<b>Recommendation</b>	Accepted, Partially Accepted or Not Accepted	Cabinet Response	Responsible Officer	Action Date
That Cabinet considers the impact that Arts and Culture can have on community well-being as well as on economic development and reflects this in future Well-being Plans.				

Once again, on behalf of the Committee, please pass my sincere thanks to all who attended PRAP Scrutiny Committee to assist us in consideration of the Annual Well-Being Report 2021/22. I would be grateful for a response to the request and recommendation proposed.

Yours sincerely,



**COUNCILLOR JOEL WILLIAMS  
CHAIR, POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE**

cc Members of the Policy Review & Performance Scrutiny Committee  
Leaders of Opposition Parties – Adrian Robson, Rhys Taylor & Andrea Gibson  
Paul Orders, Chief Executive  
Chris Lee, Corporate Director Resources  
Sarah McGill, Corporate Director People & Communities  
Gareth Newell, Head of Partnerships and Performance  
Dylan Owen, Head of Cabinet Office  
Chris Pyke, OM Governance & Audit;  
Tim Gordon, Head of Communications  
Jeremy Rhys, Assistant Head of Communications and External Affairs  
Gary Jones, Head of Democratic Services  
Joanne Watkins, Cabinet Office Manager  
Debi Said, Cabinet Support Officer  
Alison Taylor, Cabinet Support Officer  
Andrea Redmond, Committee Support Officer



**CARDIFF COUNCIL  
CYNGOR CAERDYDD**



**COUNCIL: 27 OCTOBER 2022**

**CABINET PROPOSAL**

**SIXTH CARDIFF LOCAL DEVELOPMENT PLAN ANNUAL MONITORING REPORT**

**Reason for this Report**

1. To outline the purpose of the Local Development Plan (LDP) Annual Monitoring Report (AMR) process and to seek the endorsement of the sixth Cardiff LDP AMR for submission to the Welsh Government by 31<sup>st</sup> October 2022.

**Background**

2. The Cardiff Local Development Plan (2006 to 2026) was formally adopted by the Council on 28<sup>th</sup> January 2016. As part of the statutory development plan process the Council is required to prepare an Annual Monitoring Report (AMR) and submit to Welsh Government by the 31<sup>st</sup> October each year after Plan adoption.
3. This is the sixth AMR to be prepared since the adoption of the plan and is based on the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. The AMR consists of the following sections:
  - Executive Summary
  - Introduction
  - Contextual Information – changes to policy framework at a national or local level.
  - LDP Monitoring Process – explains the monitoring process undertaken.
  - LDP Monitoring Indicators – reporting on the 107 LDP monitoring indicators which were agreed during the LDP examination process and set out in the Inspectors Report.
  - Sustainability Appraisal Monitoring – reporting on the 28 sustainability monitoring indicators.
  - Conclusions and recommendations – setting out an overall overview of all indicators and Plan performance in the first two years following adoption.
4. This is the sixth year the LDP has been operative and this AMR provides a 6 year position statement and provides a comparison with the baseline data provided by the previous AMR's. Importantly, the findings of this

monitoring work over 6 consecutive years will help to inform the LDP review process which commenced in March 2021.

## The AMR Report

5. Overall the findings of the sixth AMR are positive with the majority of the indicators shown as green indicating that most LDP policies are being implemented effectively. A summary of performance against the main Plan topics are set out below with Appendix 1 setting out the data and conclusions in more detail.
6. **Employment** – Monitoring data shows continuing strong performance. Of particular importance is data regarding net job creation - There is a requirement for 40,000 new jobs over the plan period 2006-2026. 20,900 jobs were created between 2006 and 2015 and therefore the target for the remaining plan period is 19,100 jobs or 1,750 jobs annually. Since the first AMR (16/17) the number of jobs has shown a net increase and the latest AMR shows an increase of 8,000 jobs since the first AMR (16/17).
7. **Housing** – Monitoring data shows new homes have now started to be completed on many of the LDP strategic housing sites. Specifically, there are new completions on 4 of the strategic housing sites:
  - 954 completions have been achieved at St Ederyns Village;
  - 739 completions have been achieved on the North West Cardiff strategic site, which has three separate outlets underway with more planned in the near future;
  - 216 completions have been recorded on the North East Cardiff strategic site; and
  - 213 completions have been achieved at the North of J33 strategic site.
8. Although most of the strategic housing site completion rates are below targets set out in the AMR it is now evident from the above data that the Plan-led approach is now starting to successfully drive the delivery of new homes at a level not seen for the last 10 years. For example completions for the last 4 years (2018 to 2022) have averaged 1,133 in contrast with the previous 9 years (2008 to 2017) where completions averaged 725 units per annum, with no year above 1,000 units for this period.
9. The data on housing delivery demonstrates the 'lag' between Plan adoption and homes being completed on new sites allocated in the Plan. Due to a combination of site assembly, legal and logistical factors experienced by landowners/developers along with the time required to secure the necessary planning and adoption consents, trajectories of delivery are slower than originally anticipated. This includes time spent securing the accompanying Section 106 Agreements which fully deliver the Council's aspirations as set out in the LDP. Overall, over the 15 years between 2006 and 2022 a total of 19,638 new dwellings were built in Cardiff which represents 47% of the overall dwelling requirement.

10. However, construction has now started on most of the strategic housing sites following the master planning and infrastructure plans approach as set out in the plan and it is therefore expected that housing completions over the remaining 4 years of the Plan period will increase significantly.
11. In terms of the impact of the pandemic on construction and completion rates there was evidence of a slight slow-down in construction activity in 2020 but this has been short term as evidenced by the fact the number of homes under construction in April 2022 was 2,497 dwellings, which indicates that completions for the next monitoring year 2022/23 will be substantially higher than the 915 recorded this year.
12. **Affordable Housing** – The plan sets a target for the delivery of 6,646 affordable units to be provided for the 12 years between 2014 and 2026 and monitoring data shows that affordable housing completions are increasing as a range and choice of new housing sites begin to come forward. The latest figures show that 1,797 new build affordable dwellings were completed since 2014, which represents 24% of total new build housing completions over this period. This trend is expected to continue as construction of the greenfield strategic housing sites gathers pace for the remaining 4 years of the Plan period. These figures show that good progress is being made in delivering affordable housing to meet the identified need within the city.
13. **Transportation** – The proportion of people travelling by sustainable modes of transport has been consistently higher than prior to the pandemic and has increased 5% over the monitoring period to 53%. Walking levels have seen significant increases over the past year (+8%) whilst the proportion cycling has decreased (-2%) from last year's significant rise, due to users increasingly returning to travel by public transport, nevertheless cycling levels remain higher than relative to prior to the pandemic. Bus and rail use has increased (+2%) from 2020/2021 as people increasingly feel confidence to return to public transport, and with service frequency returning to those of pre-pandemic levels. Traffic volumes have increased by 33% from the low levels seen in 2020/2021 in response to the pandemic, nevertheless the traffic in 2021/2022 remain significantly down at 80% (-20%) relative to pre-pandemic levels. Comparing published mobility data, in 2020/2021 commuting was at 49% relative to 2019, and at 60% in 2021/2022. As of August 2022, commuting remains at around 60% (i.e. equivalent to 40% of the workforce continuing to work from home).
14. **Gypsy and Traveller Sites** - work is progressing the identification of sites to meet the evidenced need for permanent and transit Gypsy and Traveller sites. This has included discussions with the Welsh Government and work continues to secure appropriate outcomes. In terms of transit sites, it is considered that these would best be considered on a regional basis, requiring collaboration with neighbouring local authorities through the forthcoming Strategic Development Plan preparation process.

15. **Supplementary Planning Guidance** – Significant progress has been made in producing a programme of new Supplementary Planning Guidance (SPG) and since adoption of the LDP 18 SPGs have been approved by Council to support the policies in the adopted Plan.
16. **Contextual Changes** – the contextual review highlights significant changes in the national planning policy framework which has evolved significantly over the five monitoring periods. In particular, Planning Policy Wales (PPW, Edition 10, December 2018 & PPW, Edition 11, February 2021) and the publication of Future Wales: The National Plan 2040 (February 2021) have made significant changes to the high-level policy framework.

## **Conclusions**

17. Section 7 of the AMR provides the conclusions and recommendations of this sixth AMR which provides a comparison with the baseline data provided by the first five AMR's published between 2017 and 2021. The key conclusions in the sixth year of reporting, are that good progress is generally being made in delivering the identified targets and monitoring outcomes with the identified lag in housing delivery now showing strong signs of enhanced completions.
18. It is recommended that this AMR be submitted to the Welsh Government in accord with statutory requirements. Continued monitoring in future AMRs will help to identify any definitive trends in the performance of the Plan's strategy and policy framework.

## **Next Steps**

19. It is a requirement that AMRs must be submitted every year to Welsh Government until any Replacement/Revised LDPs are adopted. Therefore the seventh AMR in respect of the Cardiff LDP will be presented to Cabinet at the same time next year, with the broad structure of the AMR remaining the same from year to year in order to provide ease of analysis between successive reports. This AMR, along with the previous AMRs, will help inform the ongoing review of the LDP.
20. The AMR will be placed on the Council's website for information.

## **Reason for the Recommendation**

21. To comply with provisions in the Planning Compulsory Purchase Act (2004) and Welsh Government guidance which require the Council to produce an AMR for submission to the Welsh Government at the end of October each year following adoption.

## **Legal Implications**

22. The annual monitoring of the LDP is part of the wider statutory LDP process. Section 76 of the Planning and Compulsory Purchase Act 2004 requires authorities to prepare an Annual Monitoring Report covering the

preceding financial year from 1 April to 31 March. It must be submitted to the Welsh Government by 31 October each year and published on the authorities' website, in accordance with Regulation 37 of the Town and Country Planning (Local Development Plan)(Wales) Regulations 2005 (as amended). Those regulations and the Development Plans Manual Edition 3 March 2020 specify what the AMR is required to include. The AMR and associated documents have been prepared in accordance with the body of the report.

23. The decision about these recommendations has to be made in the context of the Council's public sector duties under the Equalities Act 2010 (including specific Welsh public sector duties) – the Public Sector Equality Duties (PSED). These duties require the Council to have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of 'protected characteristics'. The 'Protected characteristics' are: • Age • Gender reassignment • Sex • Race – including ethnic or national origin, colour or nationality • Disability • Pregnancy and maternity • Marriage and civil partnership • Sexual orientation • Religion or belief – including lack of belief.
24. When taking strategic decisions, the Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers (WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 (gov.wales) and must be able to demonstrate how it has discharged its duty.
25. The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.
26. In discharging its duties under the Act, the Council has set and published well-being objectives designed to maximise its contribution to achieving the national well-being goals. The well-being objectives are set out in Cardiff's Corporate Plan 2019-22 <http://cmsprd.cardiff.gov.uk/ENG/Your-Council/Strategies-plans-and-policies/Corporate-Plan/Documents/Corporate%20Plan%202018-21.pdf> When exercising its functions, the Council is required to take all reasonable steps to meet its well-being objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the well-being objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.
27. The Council has to consider the Well Being of Future Generations (Wales) Act 2015 and how this strategy may improve the social, economic, environmental and cultural well-being of Wales. The well-

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

- Look to the long term
- Focus on prevention by understanding the root causes of problems
- Deliver an integrated approach to achieving the 7 national well-being goals
- Work in collaboration with others to find shared sustainable solutions
- Involve people from all sections of the community in the decisions which affect them.
- The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link: <http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

28. The Council has to be mindful of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards when making any policy decisions and consider the impact upon the Welsh Language.

### **Financial Implications**

29. There are no direct financial implications arising from this report with the preparation of the LDP AMR being completed using existing resources.

### **Human Resources Implications**

30. There are no HR implications for this report.

### **Property Implications**

31. There are no Property implications for this report

## **CABINET PROPOSAL**

Council is recommended to endorse the sixth AMR for submission to the Welsh Government by 31<sup>st</sup> October 2022.

THE CABINET  
20 October 2022

The following Appendix is attached:

Appendix 1 - Cardiff LDP 6<sup>th</sup> Annual Monitoring Report, October 2022

# Cardiff LDP 6th Annual Monitoring Report

October 2022



# **Cardiff Local Development Plan 6<sup>th</sup> Annual Monitoring Report 2022**

**Based on data collected for period  
1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022**



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## 1. Executive Summary

The Cardiff Local Development Plan (LDP) was adopted on 28 January 2016. As part of the statutory development plan process the Council is required to prepare an Annual Monitoring Report (AMR).

The AMR provides the basis for monitoring the effectiveness of the LDP and ultimately determines whether any revisions to the Plan are necessary. It aims to demonstrate the extent to which the LDP strategy and objectives are being achieved and whether the Plan's policies are functioning effectively. It also allows the Council to assess the impact the LDP is having on the social, economic and environmental well-being of the County and identifies any significant contextual changes that may influence plan implementation or review.

This is the sixth AMR to be prepared since the adoption of the Cardiff LDP and is based on data collected for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. The first, second and third AMRs was published on 31<sup>st</sup> October 2017, 31<sup>st</sup> October 2018 and 31<sup>st</sup> October 2019. Due to the Covid pandemic Welsh Government did not require Local Planning Authorities to submit and publish an AMR by the 31<sup>st</sup> October 2020 and no fourth AMR was therefore published. However, data was still collected where possible and is included in the time series presented in this report. The fifth AMR was published on 31<sup>st</sup> October 2021. This data provides a baseline for future comparative analysis from which successive AMRs will be able to evidence the emergence of trends.

### **Key Findings of the Sixth Monitoring Process 2021-2022 Contextual Information**

A summary of the relevant contextual material that has been published since the adoption of the Plan at a national, regional and local level, along with general economic trends is included in Section 3. The implications of some of the contextual changes will take place over the longer term and subsequent AMRs will continue to provide updates on relevant contextual material and give further consideration to any changes which could affect the Plan's future implementation.

### **Local Development Plan Monitoring – Policy Analysis**

Section 5 assesses how the Plan's strategic policies and associated supporting policies are performing against the identified key monitoring targets and outcomes and whether the LDP strategy and objectives are being delivered. This has enabled the Council to make an informed judgement of the Plan's progress in delivering the targets/monitoring outcomes and policies during this monitoring period. The table below provides a visual overview of the effectiveness of policies during the monitoring period based on the traffic light rating used in the assessment:

<b>Continue Monitoring (Green)</b>	
Where indicators are suggesting the LDP Policies are being implemented effectively and there is no cause for review.	
<b>Training Required (Blue)</b>	
Where indicators are suggesting that LDP policies are not being implemented as intended and further officer or Member training is required.	
<b>Supplementary Planning Guidance Required (Purple)</b>	
Indicators may suggest the need for further guidance to be provided in addition to those already in the Plan.	
<b>Further Research (Yellow)</b>	
Where indicators are suggesting the LDP policies are not being as effective as they should, further research and investigation is required.	
<b>Policy Review (Orange)</b>	
Where indicators are suggesting the LDP policies are failing to implement the strategy a formal review of the Policy is required. Further investigation and research may be required before a decision to formally review is confirmed.	
<b>Plan Review (Red)</b>	
Where indicators are suggesting the LDP strategy is failing, and a formal review of the Plan is required. This option to fully review the Plan will need to be fully investigated and undertaken following serious consideration.	

## Key Findings

This is the sixth AMR to be prepared and provides a comparison with the baseline data provided by the first, second and third and fifth AMRs published in 2017, 2018 and 2019 and 2021. As outlined above it also includes data for the fourth year of monitoring in 2020 where this was available.

Overall, the findings of the sixth AMR are positive with the majority of the indicators shown as green indicating that most LDP policies are being implemented effectively.

A summary of performance against the main Plan topics are set out below with Appendix 1 setting out the data and conclusions in more detail.

**Employment** – Monitoring data shows continuing strong performance. Of particular importance is data regarding net job creation - There is a requirement for 40,000 new jobs over the plan period 2006-2026. 20,900 jobs were created between 2006 and 2015 and therefore the target for the remaining plan period is 19,100 jobs or 1,750 jobs annually. Since the first AMR (16/17) the number of jobs has shown a net increase and the latest AMR shows an increase of 8,000 jobs since the first AMR (16/17).

**Housing** – Monitoring data shows new homes have now started to be completed on many of the LDP strategic housing sites. Specifically, there are new completions on 4 of the strategic housing sites:

- 954 completions have been achieved at St Ederyns Village;
- 739 completions have been achieved on the North West Cardiff strategic site, which has three separate outlets underway with more planned in the near future;
- 216 completions have been recorded on the North East Cardiff strategic site; and
- 213 completions have been achieved at the North of J33 strategic site.

Although most of the strategic housing site completion rates are below targets set out in the AMR it is now evident from the above data that the Plan-led approach is now starting to successfully drive the delivery of new homes at a level not seen for the last 10 years. For example, completions for the last 4 years (2018 to 2022) have averaged 1,133 in contrast with the previous 9 years (2008 to 2017) where completions averaged 725 units per annum, with no year above 1,000 units for this period.

The data on housing delivery demonstrates the ‘lag’ between Plan adoption and homes being completed on new sites allocated in the Plan. Due to a combination of site assembly, legal and logistical factors experienced by landowners/developers along with the time required to secure the necessary planning and adoption consents, trajectories of delivery are slower than originally anticipated. This includes time spent securing the accompanying Section 106 Agreements which fully deliver the Council’s aspirations as set out in the LDP. Overall, over the 15 years between 2006 and 2022 a total of 19,638 new dwellings were built in Cardiff which represents 47% of the overall dwelling requirement.

However, construction has now started on most of the strategic housing sites following the master planning and infrastructure plans approach as set out in the plan and it is therefore expected that housing completions over the remaining 4 years of the Plan period will increase significantly.

In terms of the impact of the pandemic on construction and completion rates there was evidence of a slight slow-down in construction activity in 2020 but this has been short term as evidenced by the fact the number of homes under construction in April 2022 was 2,497 dwellings, which indicates that completions for the next monitoring year 2022/23 will be substantially higher than the 915 recorded this year.

**Affordable Housing** – The plan sets a target for the delivery of 6,646 affordable units to be provided for the 12 years between 2014 and 2026 and monitoring data shows that affordable housing completions are increasing as a range and choice of new housing sites begin to come forward. The latest figures show that 1,797 new build affordable dwellings were completed since 2014, which represents 24% of total new build housing completions over this period. This trend is expected to continue as construction of the greenfield strategic housing sites gathers pace for the remaining 4 years of the Plan period. These figures show that good progress is being made in delivering affordable housing to meet the identified need within the city.

**Transportation** – The proportion of people travelling by sustainable modes of transport has been consistently higher than prior to the pandemic and has increased 5% over the monitoring period to 53%. Walking levels have seen significant increases over the past year (+8%) whilst the proportion cycling has decreased (-2%) from last year's significant rise, due to users increasingly returning to travel by public transport, nevertheless cycling levels remain higher than relative to prior to the pandemic. Bus and rail use has increased (+2%) from 2020/2021 as people increasingly feel confidence to return to public transport, and with service frequency returning to those of pre-pandemic levels. Traffic volumes have increased by 33% from the low levels seen in 2020/2021 in response to the pandemic, nevertheless the traffic in 2021/2022 remain significantly down at 80% (-20%) relative to pre-pandemic levels. Comparing published mobility data, in 2020/2021 commuting was at 49% relative to 2019, and at 60% in 2021/2022. As of August 2022, commuting remains at around 60% (i.e. equivalent to 40% of the workforce continuing to work from home).

**Gypsy and Traveller Sites** - work is progressing the identification of sites to meet the evidenced need for permanent and transit Gypsy and Traveller sites. This has included discussions with the Welsh Government and work continues to secure appropriate outcomes. In terms of transit sites, it is considered that these would best be considered on a regional basis, requiring collaboration with neighbouring local authorities through the forthcoming Strategic Development Plan preparation process.

**Supplementary Planning Guidance** – Significant progress has been made in producing a programme of new Supplementary Planning Guidance (SPG) and since adoption of the LDP 18 SPGs have been approved by Council to support the policies in the adopted Plan.

**Contextual Changes** – the contextual review highlights significant changes in the national planning policy framework which has evolved significantly over the five monitoring periods. In particular, Planning Policy Wales (PPW, Edition 10, December 2018 & PPW, Edition 11, February 2021) and the publication of Future Wales: The National Plan 2040 (February 2021) have made significant changes to the high-level policy framework.

## **Sustainability Appraisal (SA) Monitoring**

Section 6 expands the assessment of the performance of the LDP against the SA monitoring objectives. This provides a comparison with the baseline data provided by the first, second and third AMRs published in 2017, 2018 and 2019.

## **Conclusions**

The 6<sup>th</sup> AMR provides a comparison with the baseline data provided by the first, second, third and fifth AMRs published in 2017, 2018, 2019 and 2021 together with data collected for the fourth year where this was available. The key conclusions in the sixth year of reporting, are that good progress is generally being made in delivering the identified targets and monitoring outcomes and these findings can be used to inform the ongoing preparation of the replacement Local Development Plan.

## **2. Introduction**

The Annual Monitoring Report (AMR) process provides the basis for monitoring the effectiveness of the Local Development Plan (LDP) and helps inform whether any revisions to the Plan are necessary. It aims to demonstrate the extent to which the LDP strategy and objectives are being achieved and whether the Plan's policies are functioning effectively. It also allows the Council to assess the impact the LDP is having on the social, economic and environmental well-being of the County and identifies any significant contextual changes that might influence the Plan's implementation or review.

Monitoring is a continuous part of the plan making process. It provides the connection between evidence gathering, plan strategy and policy formulation, policy implementation, evaluation and plan review.

### **Adoption of the Cardiff Local Development Plan**

Under the Planning and Compulsory Purchase Act (2004) and associated Regulations, local planning authorities (LPAs) are required to produce a LDP. The Cardiff Local Development Plan was formally adopted by the Council on 28<sup>th</sup> January 2016. The LDP provides the land use framework which forms the basis on which decisions about future development in the city, including planning applications, are based.

This is the sixth AMR to be prepared since the adoption of the Cardiff LDP and is based on data collected for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022.

### **Replacement Cardiff Local Development Plan**

Welsh Government guidance requires the LDP to be reviewed every 4 years and a timetable for review of the plan was agreed with Welsh Government in March 2021. Formal preparation of the Replacement LDP was launched in May 2021 with consultation on a draft Vision, issues and objectives and a draft Integrated Sustainability Appraisal Scoping Report together with a Call for Candidate Sites. This was followed by consultation on strategic growth and spatial options in winter 2021/22.

### **The Requirement for Monitoring Planning and Compulsory Purchase Act 2004**

The Council has a statutory obligation, under section 61 of the 2004 Act, to keep all matters under review that are expected to affect the development of its area. In addition, under section 76 of the Act, the Council has a duty to produce information on these matters in the form of an Annual Monitoring Report for submission to the Welsh Government at the end of October each year following plan adoption. The preparation of an AMR is therefore an integral part of the statutory development plan process.

In order to monitor LDP performance consistently, plans should be considered against a standard set of monitoring indicators and targets. The Welsh Government has issued regulations and guidance on the required content of AMRs.

## **Town and Country Planning (Local Development Plan) (Wales) (Amendment) Regulations 2015**

The Town and Country Planning (Local Development Plan) (Wales) Regulations have been amended to simplify certain aspects of the local development plan procedures; however, these do not affect the LDP monitoring process. Under Regulation 37 the

AMR is required to:

- Identify policies that are not being implemented;

And for each policy:

- Identify the reasons why the policy is not being implemented;
- Identify the steps (if any) that are intended to be taken to enable the policy to be implemented;
- Explore whether a revision to the plan to replace or amend the policy is required.

In addition, the AMR is required to monitor identified core indicators by specifying:

- A future trajectory of housing provision over the plan period, and;
- The number (if any) of net additional affordable and general market dwellings built in the LPA area.

These are both for the year of the AMR and for the full period since the LDP was first adopted.

Other Core Output Indicators for LDPs include:

- Total housing units permitted on allocated sites as a % of overall housing provision
- Employment land permitted (ha) on allocated sites as a % of all employment allocations
- Amount of major retail, office and leisure development (sq m) permitted within and outside established town and district centre boundaries
- The extent of primary land-won aggregates permitted in accordance with the Regional Technical Statement for Aggregates expressed as a percentage of the total capacity required as identified in the Regional Technical Statement (MTAN).

### **Local Development Plan Manual (Edition 3, March 2020)**

The Manual States that the AMR should assess the extent to which the plan's strategy and key policies, sites and infrastructure requirements are being delivered. Each AMR will be based on the results and commentary of the preceding year. This will enable trends to become clear, with more refined commentary and analysis. It will then be clear how policies and proposals are delivering year on year.

The Manual states that it is not realistic or necessary for all policies to be monitored. This would lead to an unnecessarily large and complicated document. Some key areas will need to be included consistently each year; this will be for the LPA to determine based on those elements crucial to delivering the plan's strategy.

The LDP Manual states that aspects that are usefully included in an AMR are:



- Identify key findings and conclusions in relation to the delivery of the strategy, setting out clear conclusions on whether a plan review is required in the form of an Executive Summary.
- Analysis of significant contextual change / indicators i.e., a summary and review of wider contextual issues within which the LDP operates, i.e., external strategies/policies.
- Analysis of core/key indicators i.e., a clear assessment on whether the plan is achieving the strategy, including its main objectives and implementing required growth levels (e.g., housing development targets, site delivery, affordable housing, and infrastructure). In this respect the AMR must include a housing trajectory update and related commentary and analysis.
- Analysis of local indicators i.e. an assessment of policies that are not proving effective and how these issues will be addressed.
- Results of SA indicators Relating to the SA Report and integrated assessment.
- Conclusion and recommendations which identify changes to the plan required at the statutory review period or triggered earlier, if appropriate.

The Manual states that the broad structure of the AMR should remain the same each year to provide ease of analysis between successive reports and build upon preceding results. The use of illustrative materials such as charts and graphs can make the AMR more accessible for stakeholders, business groups and the community.

The Manual states that the monitoring results should clearly identify if (and how) the strategy is working and if key allocations are being delivered as anticipated over the plan period. The results will also identify any challenges, opportunities and possible ways forward for revising policies and proposals at plan review.

### **Cardiff LDP Monitoring Framework**

A Monitoring Framework is provided in Chapter Six and Appendix 9 of the LDP comprising a series of 5 contextual indicators and 102 core and local indicators, with corresponding targets and triggers for further action, in relation to the Plan's strategic policies. It also indicates the linkages between the Plan objectives, strategic policies and other Plan policies. The indicators were developed in accordance with the above Welsh Government Regulations and guidance on monitoring. The Monitoring Framework forms the basis of the AMR.

### **Strategic Environmental Assessment Regulations (2004) and The Conservation of Habitats and Species Regulations 2010 (as amended 2011)**

In addition, the LDP and AMR must comply with European Directives and Regulations. The Final Sustainability Appraisal Report, January 2016 identifies a further set of indicators (26) that will be used to monitor progress on sustainability issues. Whilst interlinked, these are set out separately from the LDP Policy Monitoring Framework and have been used in the AMR to measure the environmental, economic and social impacts of the LDP.

The completion of the AMR accords with the requirements for monitoring the sustainability performance of the Plan through the Strategic Environmental

Assessment Regulations (2004) and The Conservation of Habitats and Species Regulations 2010 (as amended 2011).

### **AMR Format and Content**

The AMR has been designed to be a succinct and easily accessible document that can be used as a convenient point of reference for all strategic policy areas.

The structure of the AMR is as follows:

**Section 1 Executive Summary** - Provides a succinct written summary of the key monitoring findings.

**Section 2 Introduction** - Outlines the requirement for, the purpose and structure of the AMR.

**Section 3 Contextual Information** - Provides a brief overview of the relevant contextual information which, although outside the remit of the Plan, could affect the performance of the LDP policy framework. Policy specific contextual information is provided in the relevant policy analysis section, including changes to policy framework at a national or local level.

**Section 4 LDP Monitoring Process** - Explains the monitoring process undertaken.

**Section 5 LDP Monitoring - Policy Analysis** - Reports on the 107 LDP monitoring indicators which were agreed during the LDP examination process and set out in the Inspectors Report.

**Section 6 Sustainability Appraisal Monitoring** - Provides an assessment of the LDP's performance against the 28 SA monitoring indicators.

**Section 7 Conclusions and Recommendations** – Sets out an overall overview of all indicators and Plan performance in the first year following adoption.

**Publication** – The AMR will be published on the Council's website.

### **Future Monitoring**

The broad structure of the AMR should remain the same from year to year in order to provide ease of analysis between successive reports. However, given that the monitoring process is dependent upon a wide range of statistical information that is sourced from both the Council and external sources, any changes to these sources could make certain indicators ineffective or out-dated. Accordingly, the monitoring framework may evolve over the Plan period and AMRs will be used as a means of identifying any such inevitable changes to the framework.

### **3. Contextual Changes**

This section provides a brief summary of the relevant contextual material that has been published during the current monitoring period. This includes national legislation and relevant plans, policies and strategies at the national, regional and local level. Any potential overall implications for the LDP as a whole are outlined where appropriate. General economic trends which have occurred since the LDP's adoption are also set out, together with progress on key supplementary planning guidance.

Contextual information which is specific to a particular LDP policy area is provided in the relevant policy analysis section for ease of reference and is therefore not repeated here.

#### **Legislative Changes**

##### **Planning (Wales) Act 2015**

The Planning (Wales) Act received Royal Assent in July 2015 and came into force in stages between October 2015 and January 2016. It sets out a series of legislative changes to deliver reform of the planning system in Wales, to ensure that it is fair, resilient and enables development. The Act addresses 5 key objectives which includes strengthening the plan-led approach to planning. It introduces a legal basis for the preparation of a National Development Framework (NDF) and Strategic Development Plans (SDP). The NDF is a national land use plan which will set out Welsh Government's policies in relation to the development and use of land in Wales. It is anticipated that this will be produced in 2018/9 when it will replace the Wales Spatial Plan. SDPs will address cross-boundary issues at a regional level such as housing, employment and waste and must be in general conformity with the NDF. The Regulations make reference to three strategic planning areas including South East Wales. It is anticipated that Cardiff will be part of this strategic planning area, in alignment with the emerging Cardiff Capital Region City Deal proposals. LDPs will continue to have a fundamental role in the plan-led system. The Act requires LDPs to be in general conformity with the NDF and any SDP which includes all or part of the area of the authority.

##### **The Town and Country Planning (Local Development Plan) (Wales) (Amendment) Regulations 2015**

Amendments to The Town and Country Planning (Local Development Plan) (Wales) Regulations 2005 were carried out in response to the outcome of the LDP Refinement Exercise and aim to simplify certain aspects of the local development plan process.

The amended Regulations:

- Remove the statutory requirement to advertise consultation stages in the local press;
- Allow local planning authorities to make revisions to the local development plan where the issues involved are not of sufficient significance to warrant the full procedure, without going through the full revision process;
- Eliminate the need to call for and consult on alternative sites following the deposit consultation; and

- Make minor and consequential amendments.

The amended LDP Regulations came into force on 28 August 2015 and together with the related policy and guidance in Planning Policy Wales (PPW) and the revised LDP Manual aim to make the LDP process more efficient and effective (i.e., enabling swifter plan preparation and revision without imposing unnecessary prescription). The amended Regulations do not have any implications for the current LDP but will need to be considered in relation to any Plan review and will be given further consideration as necessary.

### **Well-being of Future Generations (Wales) Act 2015**

The Well-being of Future Generations (Wales) Act gained Royal Assent in April 2015 and came into force on 1<sup>st</sup> April 2016. The Act strengthens existing governance arrangements for improving the well-being of Wales by ensuring that sustainable development is at the heart of government and public bodies. It aims to make a difference to the lives of people in Wales in relation to a number of well-being goals including improving health, culture, heritage and sustainable resource use. The Act provides the legislative framework for the preparation of Local Well-being Plans which will replace Single Integrated Plans. Given that sustainable development is the core underlying principle of the LDP (and SEA) there are clear associations between the aspirations of both the LDP and Act/Local Well-being Plans. Indeed, it is considered that the LDP evidence base, SEA/SA and AMR will inform the Council's Local Well-being Plan. Moving forward, sustainable development principles will continue to inform any review of the Plan.

### **Environment (Wales) Act 2016**

This Act received Royal Assent in March 2016 and came into force on 21<sup>st</sup> May 2016 and sits alongside the Planning (Wales) Act 2015 and the Well-being of Future Generations (Wales) Act 2015 in promoting sustainable use, management and development of Welsh resources. The Environment (Wales) Act introduces new legislation for the environment and provides an iterative framework which ensures that managing Wales' natural resources sustainably will be a core consideration in decision-making. It requires Natural Resources Wales (NRW) to prepare a State of Natural Resources Report that provides an assessment of natural resources and considers the extent to which they are being sustainably managed. The Act also requires Welsh Government to produce a National Natural Resources Policy that sets out the priorities, risks and opportunities for managing Wales' natural resources sustainably. NRW will also produce a local evidence base (Area Statements) to help implement the priorities, risks and opportunities identified in the National Policy and set out how these will be addressed. Any subsequent implications for the LDP will be given further consideration as necessary.

### **Historic Environment (Wales) Act 2016**

The Historic Environment (Wales) Act 2016 received Royal Assent in March 2016. The Act makes important changes to the two main UK laws that provide the legislative framework for the protection and management of the historic environment: the Ancient Monuments and Archaeological Areas Act 1979 and the Planning (Listed Buildings

and Conservation Areas) Act 1990. The Act will give more effective protection to listed buildings and scheduled ancient monuments; improve the sustainable management of the historic environment; and introduce greater transparency and accountability into decisions taken on the historic environment. While some of the Act's measures came into force in May 2016, the majority will require further secondary legislation or other preparations before they are brought into effect later in 2017 or in 2018. Any implications for the LDP will be given further consideration as necessary.

### **Public Health (Wales) Act 2017**

The Public Health (Wales) Act 2017 received Royal Assent in July 2017. The Act makes changes to the law in Wales to improve health and prevent avoidable health harms. Some of the relevant changes in the Act include the production of a national strategy on preventing and reducing obesity and a requirement to undertake Health Impact Assessment (HIA) on key decisions.

### **National Planning Policy Amendments**

#### **Planning Policy Wales (Edition 10, December 2018)**

Since the LDP was adopted in January 2016 Welsh Government have issued a completely revised version of Planning Policy Wales (Edition 10) in December 2018. This has been re-drafted so that the seven well-being goals and five ways of working of the Well Being of Future Generations Act 2015 is fully integrated into policy. It also puts the concept of placemaking into the heart of national planning policy in order to ensure that planning decisions consider all aspects of well-being and deliver new development which is sustainable and provides for the needs of all people.

#### **Planning Policy Wales (Edition 11, February 2021)**

In February 2021 Planning Policy Wales (Edition 11) was issued. This is a factual update to Planning Policy Wales (Edition 10) and proposed a number of changes to take account of new legislation and guidance that had been issued since its publication in December 2018, notably the Socio-economic duty, policy changes regarding housing land supply, Building Better Places and Future Wales.

#### **Technical Advice Notes (TANs)**

TAN 12 Design and Guidance on Site Context Analysis was updated in March 2016, TAN4 Retail and Commercial Development in November 2016 and TAN 20 Planning and the Welsh Language in October 2017. In addition, a new TAN 24 The Historic Environment was published in October 2017 which replaced previous Welsh Office Circulars covering this issue. The potential implications of the changes to these TAN's for the LDP are provided in the relevant policy analysis section.

#### **Future Wales: A National Plan for 2040**

The Welsh Government published the final version of Future Wales on 24<sup>th</sup> February 2021. This document replaces the Wales Spatial Plan and sets out a 20 year spatial

framework for land use in Wales. Future Wales is a key part of the development plan system in Wales and sits at the top of the development plan hierarchy. It provides a framework for the provision of new infrastructure/growth and seeks to address key national priorities through the planning system, including sustaining and developing a vibrant economy, achieving decarbonisation and climate-resilience, developing strong ecosystems and improving the health and wellbeing of our communities.

## **Building Better Places**

This guidance sets out the Welsh Government's planning policy priorities to assist in taking action in the recovery period after the Covid-19 pandemic crisis. The guidance places the planning system at centre stage when considering built and natural environment issues that have arisen from the pandemic. The guidance should be read in parallel with PPW and seeks to signpost the key planning policies and tools in PPW which should be used to aid the recovery from the pandemic in Wales.

## **Regional Context**

### **Cardiff Capital Region and City Deal**

South-East Wales is identified as a new city-region in Wales, covering Cardiff and South-East Wales Local Authorities. As set out in the report 'Powering the Welsh Economy'<sup>1</sup>, the Cardiff Capital Region is intended to encourage the ten local authorities and other key partners in its boundaries to work together and collaborate on projects and plans for the area. A transition board has been established although Progress remains at an early stage and at present the potential consequences for the LDP are not clear. Similarly, the Authorities forming the Capital Region are continuing to work on a City Deal bid to fund projects aimed at boosting the competitiveness of the region over the next 20 years. Of note, the City Deal document was signed by the 10 local authority leaders, Secretary of State for Wales, Chief Secretary to the Treasury and First Minister in March 2016. The progress of the Cardiff Capital Region agenda, City Deal Bid and any subsequent implications for the LDP will be given further consideration in subsequent AMRs where appropriate.

## **Local Context**

### **Delivering a Stronger, Fairer and Greener Cardiff**

This sets out the Council's vision for the city over the next five years. The strategy focuses on three main areas:

**A Stronger Cardiff:** Attracting new investment and businesses into the city, boosting economic productivity, creating good-quality jobs in Cardiff's high-value and foundational sectors, and boosting our resilience to climate change and associated environmental threats.

**A Fairer Cardiff:** Delivering excellent education, training, into work and social services, as well as transport connectivity, to ensure that all citizens are able to benefit from Cardiff's growth and the new opportunities it creates.

**A Greener Cardiff:** Delivering a robust network of active travel and public transport, making Cardiff a '15-minute city', generating renewable energy and enhancing local biodiversity, ensuring that growth is sustainable and aligned with our commitment to becoming a Carbon Neutral City by 2030.

### **Corporate Plan 2022-2025 - Capital Ambition: Recovery and Renewal**

Sets out our five-year vision for Cardiff under the following Well-being Objectives: Cardiff is a great place to grow up; Cardiff is a great place to grow older; Supporting people out of poverty ; Safe, confident and empowered communities; A capital city that works for Wales; Cardiff grows in a resilient way; Modernising and integrating our public services

### **Cardiff Well-Being Plan 2018-2023**

Under the provisions of the Well-Being of Future Generations Act, every Public Service Board in Wales must publish a Local Well-Being Plan by May 2018.

Having undertaken a local well-being assessment to understand the city's strengths and challenges, Cardiff's Public Services Board (PSB) has produced a Local Well-being Plan – a 5 year plan to respond to the issues raised.

The Well-being Plan sets out the Cardiff PSB's priorities for action focusing on the areas of public service delivery which fundamentally require partnership working between the city's public and community services, and with the citizens of Cardiff.

The Plan contains Well-being Objectives, high-level priorities that the Cardiff PSB has identified as being most important. It also contains 'Commitments,' or practical steps that the city's public services, together, will deliver over the next 5 years.

### **Bilingual Cardiff 5 Year Welsh Language Strategy**

The strategy was published in March 2017 following Cabinet and full Council consideration. It sets out our priorities for facilitating and promoting the Welsh language in Cardiff with our partners, starting our journey to becoming a truly bilingual capital for Wales.

### **Strategic Equality Plan**

In March 2016 the Council adopted a new plan to set out the Council's equality priorities for the next four years. Seven new Equality Objectives were agreed in conjunction with local citizens and third sector organisations. These new Equality Objectives are shaping the Council's policy, service delivery, and support to employees – eliminating discrimination, advancing equality of opportunity, and fostering good relations between different groups.

### **Transport White Paper**

The Council's transport White Paper, lays out an ambitious 10-year plan to tackle the climate emergency, reduce congestion and improve air quality in the Welsh capital. The White Paper lists a series of projects which could revolutionise public transport options in Cardiff and the region, including:

- Expanding current Metro plans to deliver more new tram/train routes and stations in Cardiff and the region
- Introducing new Bus Rapid Transit services and Park & Ride sites.
- Lowering the cost of bus travel significantly
- Delivering safer walking and cycling routes
- Offering real travel options designed to get people out of their cars and onto public transport.

### **Clean Air Plan**

The Council is very aware of the concerns for air quality impacts and recognise that there is no defined “safe level” when describing levels of air quality. Recent public health concerns have focussed on elevated nitrogen dioxide (NO<sub>2</sub>) levels. The Council is committed to achieving levels as low as reasonably practicable by demonstrating levels beyond the annual objective set for NO<sub>2</sub> set as 40µg/m<sup>3</sup>.

In order to improve the air quality in Cardiff, action needs to be taken across the city as a whole. As a result, The Council has developed and published a Clean Air Plan which was undertaken in order to comply with a legal direction which was issued by Welsh Government in 2018. This direction required the Council to develop a Plan to address air quality concerns as a number of road links in Cardiff were forecasted to exceed the legal limits for NO<sub>2</sub> beyond 2021 if no additional action was taken.

The Councils plan and funding for approximately £20M was fully approved by Welsh Ministers at the end of December 2019, and this Plan will implement a number of measures to reduce NO<sub>2</sub> levels across Cardiff and these include:

- Implementation of Electric Buses – 36 Electric Buses to be implemented on a number of routes across Cardiff;
- Bus Retro Fitting Programme to clean up older polluting buses;
- Taxi Licensing Policy to only grant new licenses to vehicles which comply with the latest emission standards;
- City Centre Transportation Improvements; and
- Further Active Travel Measures

These measures have been assessed to not only ensure compliance with the legal levels for NO<sub>2</sub> are achieved by the end of 2021, but also ensure that levels across the City are further reduced in order to protect and improve the health of residents.

### **Cardiff Older Persons' Housing Strategy 2019 - 2023**

This strategy sets out how the Council and its partners will deliver the best housing outcomes for all older people in Cardiff. The Strategy has a number of key aims, including planning new homes and communities to address future housing and care needs across all tenures and building strong inclusive communities and tackling social isolation.



## **The Council's Economic Strategy Building More Homes and Better Jobs**

The Economic Strategy contains 3 parts – a spatial strategy, an industrial strategy and underpinning themes to support the strategy and sets out a number of priorities and projects aimed at delivering the Council's aims for the economy over the next 10 years including: generating 20,000 additional jobs for the city –region; creating Wales first significant commercial business cluster in Central Square, Central Quay and Callaghan Square; establishing Cardiff Bay as a leading UK urban visitor destination in its own right; putting Cardiff at the heart of the UK's Creative and Digital sector; positioning Cardiff as a national centre for Reg-Tech as part of its fin-tech and cyber security cluster; strengthening Cardiff city-region's place as the focal point for advanced manufacturing in Wales, focusing on compound semi-conductors and life sciences; supporting the city's communities and districts to take advantage of the city's growth and; establishing stronger city-region governance that delivers for Wales.

## **Cardiff 2030 A Ten Year Vision for a Capital City of Learning and Opportunity**

This strategy was launched in October 2019 and includes aims to continue to enhance and develop the education estate in order to meet the changing demographic and societal requirements of the city. The strategy includes commitments to deliver the 21<sup>st</sup> Century Schools Programme including new/rebuilt schools and deliver new schools to take account of population growth and economic development in the city through the LDP.

## **Cardiff Recovery Strategy**

In response to the issues raised by the pandemic the Council have prepared a strategy which outlines what is required during the Covid-19 recovery period to ensure that the city centre, and wider local and district centres, fully support local businesses, retailing, and the wider range of positive social and leisure activity associated with Cardiff city centre.

The strategy identifies essential interventions for creating a safe city centre and sets out key actions at a city-wide level which will enable an integrated strategic approach across the city, based on social distancing and ensuring people's safety while social distancing is required. The roll out of these interventions will be accompanied by targeted information and publicity.

The strategy comprises the following elements:

**A Safe City Centre** – In order to support three key strands of activity – employment retail and hospitality the strategy includes an operational management plan for the city centre which identifies measures to facilitate social distancing requirements, including queuing, routes for circulation/movement, spill-out space and information, including signage and street ambassadors. It outlines an approach to facilitating events and activities, which will attract users back to the city centre.

**A Safe Connected City** - Measures include a package of safety and greening in local and district centres such as pavement widening, cycle routes, speed restrictions and more significant measures where appropriate, with a pilot scheme in Wellfield Road.

Other key locations such as parks and universities will be identified, and schemes developed to ensure social distancing and effective access.

In addition, urgently required measures to mitigate the loss of public transport capacity will include walking and cycling schemes, safety measures (for example, pavement widening), bus priority schemes and ongoing engagement with operators, such as Transport for Wales and Cardiff Bus. Additional car parking capacity and 'park and pedal/stride' schemes will also be explored.

A systematic 'pop up' cycle network will encourage additional use of the mode and provide connectivity into the city centre, local centres and transport/demand hubs. Additional cycle parking will be delivered.

## **One Planet Cardiff**

The One Planet Cardiff Strategy provides a response to the climate emergency declared by the Council in 2019. The strategy contains a vision that:

- Sets out the Council's 10 year ambition to be Carbon Neutral in its own activities;
- Calls on the whole city, all citizens, young and old, schools, key partners, employers and stakeholders to positively work with us to develop a City-Wide Road map and action plan for a carbon neutral City by 2030;
- Identifies opportunities that could reframe the Cardiff economy in a way that is resilient, robust and long-term, ensuring that Cardiff is one of the leading UK green cities; and
- Defines the immediate programmes and opportunities that we urgently need to address.

The strategy analyses the scope and scale of the challenge facing the Council and the City, and also highlights the opportunities that could arise from positive action to address this challenge. It outlines the significant progress that we've made to date to address our carbon footprint and then proposes a wide range of immediate and potential actions that will form the basis of our longer-term response to the climate emergency. The Council have consulted widely on the draft strategy, and this will inform a detailed committed action plan.

## **General Economic Trends**

### **Economic Activity**

Key economic activity data for Cardiff and Wales from the LDP base date of 2006 to the current monitoring period is shown in the tables below. The data demonstrates that Cardiff has experienced improved economic performance in relation to these indicators with employment, unemployment and earnings indicators all higher than the LDP base date of 2006. These economic indicators will be considered in subsequent AMRs and any potential implications recorded.

## Economically Active – In Employment

	Cardiff	Wales
April 2006 to March 2007	66.7%	69.1%
April 2007 to March 2008	68.9%	69.3%
April 2008 – March 2009	69.5%	68.4%
April 2009 – March 2010	68.15	66.6%
April 2010 – March 2011	64.7%	66.4%
April 2011 – March 2012	65.5%	66.7%
April 2012 – March 2013	65.5%	67.6%
April 2013 – March 2014	69.4%	69.5%
April 2014 – March 2015	65.6%	69.3%
April 2015 – March 2016	69.1%	71.1%
April 2016 to March 2017	69.1%	71.4%
April 2017 to March 2018	72.0%	72.7%
April 2018 to March 2019	79.0%	76.7%
April 2019 to March 2020	74.8%	73.7%
April 2020 to March 2021	74.5%	72.8%
April 2021 to March 2022	74.6%	73.6%

Source: Nomis

## Economically Active – Unemployed

	Cardiff	Wales
April 2006 to March 2007	6.2%	5.3%
April 2007 to March 2008	6.1%	5.6%
April 2008 – March 2009	6.9%	6.8%
April 2009 – March 2010	8.7%	8.3%
April 2010 – March 2011	8.9%	8.4%
April 2011 – March 2012	9.1%	8.4%
April 2012 – March 2013	10%	8.3%
April 2013 – March 2014	8.1%	7.4%
April 2014 – March 2015	8.4%	6.8%
April 2015 – March 2016	6.7%	5.4%
April 2016 – March 2017	4.8%	4.4%
April 2017 – March 2018	6.0%	4.9%
April 2018 – March 2019	4.6%	4.5%
April 2019 – March 2020	3.8%	3.7%
April 2020 to March 2021	3.8%	3.7%
April 2021 to March 2022	4.6%	3.8%

Source: Nomis

## Gross Weekly Pay Full-Time Workers (Earnings by Residence)

	Cardiff	Wales
April 2006 to March 2007	£442.2	£414.8
April 2007 to March 2009	£453.2	£424.8
April 2008 – March 2009	£483.0	£444.6
April 2009 – March 2010	£499.3	£456.2
April 2010 – March 2011	£498.5	£455.1
April 2011 – March 2012	£495.4	£454.9
April 2012 – March 2013	£503.6	£475.3
April 2013 – March 2014	£496.4	£480.0
April 2014 – March 2015	£519.0	£487.6
April 2015 – March 2016	£534.4	£499.2
April 2016 – March 2017	£538.5	£505.9
April 2016 – March 2017	£534.4	£499.2
April 2017 – March 2018	£538.5	£505.9
April 2018 – March 2019	£536.7	£518.6
April 2019 – March 2020	£582.6	£540.7
April 2020 to March 2021	£543.6	£541.7
April 2021 to March 2022	£574.9	£570.6

Source: Nomis

## House Prices

As demonstrated in the table below, Land Registry data indicates that in general average house prices in Cardiff have increased over the current monitoring period. Average prices in May 2022 at £256,271 were higher than the 2006 baseline price (£154,183). The data below shows that house prices have risen by 66% during the monitoring period.

### Cardiff Average House Prices 2006 to 2022

Time Period	Average House Price
2006	£154,183
2007	£163,694
2008	£163,811
2009	£139,651
2010	£152,568
2011	£147,842
2012	£154,122
2013	£156,101
2014	£165,942
2015	£176,134
2016	£188,739
2017	£192,273
2018	£200,659
2019	£208,016

2020	<b>£211,331</b>
2021	<b>£235,054</b>
2022	<b>£256,271</b>

Source: Land Registry

## **Supplementary Planning Guidance**

A number of supplementary planning guidance (SPG) documents to support key LDP policy areas have been approved since the LDP was adopted. These are:

- Houses in Multiple Occupation
- Waste Collection and Storage Facilities
- Locating Waste Management Facilities
- Planning Obligations
- Tall Buildings
- Residential Design Guide
- Childcare SPG
- Planning for Health and Well-being
- Infill Design Guidance
- Residential Extensions and Alterations Guidance
- Green Infrastructure (including Technical Guidance Notes relating to Open Space, Ecology and Biodiversity, Trees, Soils, Public Rights of Way and River Corridors)
- Safeguarding Business and Industrial Land and Premises
- Food, Drink and Leisure Uses
- Archaeologically Sensitive Areas
- Managing Transportation Impacts (including Parking Standards)
- Flat Conversions
- Student Accommodation
- Shop Fronts and Signs Guidance

## **Summary**

As detailed above, new legislation and national, regional and local plans, policies and strategies have emerged during the current monitoring period, some of which may have implications for the future implementation of the LDP. Subsequent AMRs will continue to provide updates on relevant contextual material which could affect the Plan's future implementation.

## 4. LDP Monitoring Process

### How is the LDP Monitored?

Section 5 considers the extent to which the LDP's strategy is being realised with reference to the performance of particular policies against the indicators, targets and triggers contained within the LDP monitoring framework. The structure of the section is as follows:

#### Strategic objective

This is the starting point for the monitoring process. The AMR replicates each of the 4 overarching LDP objectives set out below from which the LDP policies flow.

- **Objective 1** – To respond to evidenced economic needs and provide the necessary infrastructure to deliver development
- **Objective 2** – To respond to evidenced social needs
- **Objective 3** – To deliver economic and social needs in a co-ordinated way that respects Cardiff's environment and responds to the challenges of climate change
- **Objective 4** – To create sustainable neighbourhoods that form part of a sustainable city

#### Contextual information

Significant contextual information that has been published since the Plan's adoption is outlined where relevant to a particular strategic policy. This will enable the AMR to determine whether the performance of a policy has been affected by contextual changes. These can include new or amended legislation, national, regional and local plans, policies or strategies as well as external social and economic trends which could affect the delivery of the LDP such as economic conditions. Any such changes lie outside the remit of the LDP.

#### Indicators

The LDP monitoring framework contains a variety of core and local indicators which will inform policy progress and achievement. The selection of these indicators has been guided by the need to identify output indicators which are able to measure quantifiable physical activities that are directly related to the implementation of LDP policies.

Several of the core indicators are either prescribed by LDP Regulation 37 or recommended by the LDP Manual for their ability to enable an assessment of the implementation of national policy. Further core indicators were identified on the basis of their ability to provide useful information on whether the delivery of the LDP strategy is progressing as anticipated.

The local indicators supplement the core indicators and have been selected based on the availability and quality of data and their relevance to the local area. Some local contextual indicators have also been included which cover key local characteristics against which LDP policies operate.

## **Targets**

The policy indicators are associated with corresponding targets which provide a benchmark for measuring policy implementation. Given the length of the plan period, it is necessary to incorporate 'milestone' targets to determine whether the Plan is progressing towards meeting the overall strategy. The timeframe attributed to such targets primarily relates to the anticipated delivery of development. The Council will investigate any policy that fails to meet its target. The level of consideration given to such policies within the AMR will depend on the reasons identified for the failure and the significance of the policy for the delivery of the overall plan strategy.

## **Triggers**

Trigger levels have also been included for certain targets to more accurately help measure plan performance. They will provide an indication of when policy targets are not being met, or insufficient progress is being made towards meeting them.

## **Analysis**

Having regard to the indicators, relevant targets, triggers and monitoring outcomes, the AMR assesses whether the Plan's policies are being implemented as intended and whether the LDP objectives and strategy are being achieved. This includes the identification and further investigation of any policy that fails to meet its target and/or has reached its trigger point. However, the fact that a policy reaches its trigger level does not automatically imply that the policy is failing. The analysis will consider whether such performance may be due to extraneous circumstances or could be justified in the context of the overall policy framework. In certain instances, it has been difficult to identify meaningful trends due to the limited amount of data available and consequently some of the conclusions drawn are preliminary and will need to be verified by a longer period of monitoring. In instances where the Council has been unable to monitor an indicator or where an indicator has been superseded, an explanation will be provided in the relevant policy analysis section.

## **Recommendations**

Taking account of the policy analysis, appropriate recommendations are provided including a statement of any necessary actions required. If policies are found to be failing the AMR will set out clear recommendations on what, if anything, needs to be done to address this.

## **Overall findings for each strategic objective**

Finally, for each strategic objective, an overall statement of performance is provided, and a conclusion made on whether that particular objective is being achieved through the combination of policies identified.

## Policy Performance Traffic Light Rating

As a visual aid in monitoring the effectiveness of the Plan’s strategic policies and to provide a quick reference overview of policy performance a ‘traffic light’ rating is included for relevant indicators as follows:

<b>Continue Monitoring (Green)</b>	
Where indicators are suggesting the LDP Policies are being implemented effectively and there is no cause for review.	
<b>Training Required (Blue)</b>	
Where indicators are suggesting that LDP policies are not being implemented as intended and further officer or Member training is required.	
<b>Supplementary Planning Guidance Required (Purple)</b>	
Indicators may suggest the need for further guidance to be provided in addition to those already in the Plan.	
<b>Further Research (Yellow)</b>	
Where indicators are suggesting the LDP policies are not being as effective as they should, further research and investigation is required.	
<b>Policy Review (Orange)</b>	
Where indicators are suggesting the LDP policies are failing to implement the strategy a formal review of the Policy is required. Further investigation and research may be required before a decision to formally review is confirmed.	
<b>Plan Review (Red)</b>	
Where indicators are suggesting the LDP strategy is failing, and a formal review of the Plan is required. This option to fully review the Plan will need to be fully investigated and undertaken following serious consideration.	



## **Sustainability Appraisal Monitoring Framework**

The Sustainability Appraisal Monitoring expands the assessment of the performance of the LDP against the Sustainability Appraisal (SA) monitoring objectives. The SA identifies 26 indicators developed to measure the environmental, economic and social impacts of the LDP. This is set out in Section 6 of the AMR.

This section provides a detailed assessment of whether the Plan's strategic policies, and associated supporting policies, are being implemented as intended and whether the LDP objectives and strategy are being achieved. Appropriate recommendations are subsequently provided, together with necessary actions to address any policy implementation issues identified through the monitoring process. Aligned with the LDP, the analysis is set out in strategic policy order.

## 5. LDP Monitoring Policy Analysis

### Contextual Indicators

Contextual Indicators	Target	Trigger	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Result 2020/21	Result 2021/22
Annual unemployment rate	The annual unemployment rate decreases	The annual unemployment rate increase for two or more consecutive years	5.3%	6.0%	4.6%	3.8%	3.8%	4.5%
Percentage of population in the 100 most deprived wards in Wales	The percentage of population in the 100 most deprived wards in Wales decreases	The percentage of population in the 100 most deprived wards in Wales increases for 2 or more consecutive years	The latest Welsh Index of Multiple Deprivation data from 2015 shows that 12% of the population of Cardiff is in the 100 most deprived wards in Wales	Next update to Welsh Index of Multiple Deprivation planned for 2019	Next update to Welsh Index of Multiple Deprivation planned for 2019	The latest Welsh Index of Multiple Deprivation data from 2019 shows that 10% of the population of Cardiff is in the 100 most deprived wards in Wales	Date to be agreed for next update to Welsh Index of Multiple Deprivation	Date to be agreed for next update to Welsh Index of Multiple Deprivation
Level of Police recorded crime in Cardiff	Police Recorded Crime rates decrease	Police Recorded Crime rates increase for two or more consecutive 2years.	In the quarter ending December 2016, crime rates were up in Cardiff (and in the South Wales force area) compared with the corresponding quarter in	In the quarter ending December 2017, crime rates were up in Cardiff (and in the South Wales force area) compared with the corresponding quarter in	In the quarter ending December 2018, crime rates were down in Cardiff compared with the corresponding quarter in 2017. Crime rates in Cardiff decreased	In the quarter ending December 2019, crime rates were down in Cardiff compared with the corresponding quarter in 2018. Crime rates in Cardiff decreased	In the quarter ending December 2020, crime rates were down in Cardiff compared with the corresponding quarter in 2019. Crime rates in Cardiff decreased	In the quarter ending December 2021, crime rates were up in Cardiff (and in the South Wales force area) compared with the corresponding

Contextual Indicators	Target	Trigger	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Result 2020/21	Result 2021/22
			2015. Crime rates in Cardiff increased from 23.08 crimes per thousand residents to 25.32 crimes per thousand residents.	2016. Crime rates in Cardiff increased from 25.32 crimes per thousand residents to 28.33 crimes per thousand residents.	from 28.23 crimes per thousand residents to 27.72 crimes per thousand residents.	from 27.72 crimes per thousand residents to 27.0 crimes per thousand residents.	from 27.0 crimes per thousand residents to 23.51 crimes per thousand residents.	quarter in 2020. Crime rates in Cardiff increased from 23.51 crimes per thousand residents to 26.43 crimes per thousand residents.
Percentage of adults meeting recommended guidelines for physical activity	The percentage of adults meeting recommended guidelines for physical activity increases annually over the Plan period	The percentage of adults meeting recommended guidelines for physical activity decreases for two of more consecutive years	62% of adults reported being physically active for more than 150 mins in the previous week  23% of adults reported being physically active for less than 30 mins in the previous week	58% of adults reported being physically active for more than 150 mins in the previous week  27% of adults reported being physically active for less than 30 mins in the previous week	56% of adults reported being physically active for more than 150 mins in the previous week  31% of adults reported being physically active for less than 30 mins in the previous week	57% of adults reported being physically active for more than 150 mins in the previous week  29% of adults reported being physically active for less than 30 mins in the previous week	57% of adults reported being physically active for more than 150 mins in the previous week  29% of adults reported being physically active for less than 30 mins in the previous week	57% of adults reported being physically active for more than 150 mins in the previous week  29% of adults reported being physically active for less than 30 mins in the previous week
Waste Reduction Rate	Waste reduction rate of 1.2% annually to 2050	The waste reduction rate falls below 1.2% for two or more consecutive years	The amount of household waste collected and generated between 2014/15 and 2015/16 increased by 3% from	The amount of household waste collected and generated between 2015/16 and 2016/17 decreased by 0.3% from	The amount of household waste collected and generated between 2016/17 and 2017/18 decreased by 2.3% from	The amount of household waste collected and generated between 2017/18 and 2018/19 decreased by 1.4% from 172,852 to	The amount of household waste collected and generated between 2018/19 and 2019/20 increased by 0.6% from 170,523 to	The amount of household waste collected and generated between 2019/20 and 2020/21 decreased by 8% from 171,528 to

Contextual Indicators	Target	Trigger	Result 2016/17	Result 2017/18	Result 2018/19	Result 2019/20	Result 2020/21	Result 2021/22
			170,715 to 177,457 tonnes	177,457 to 176,952 tonnes	176,952 to 172,852 tonnes	170,523 tonnes.	171,528 tonnes.	158,095 tonnes.

**Objective 1 – To respond to evidenced economic needs and provide the necessary infrastructure to deliver development**

**Topic Area: Employment Land Permitted on Allocated Sites**

**Relevant LDP Policies:** KP2, KP9, EC1 – EC7

**Indicator reference:** OB1 EC1

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target			Trigger	
<b>Core</b> Employment land permitted (ha) on allocated sites as a percentage of all employment allocations.		None.			None.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022	
Total land area of Allocations=132ha	Total land area of Allocations =132ha	Total land area of Allocations =132ha	Total land area of Allocations =132ha	Total land area of Allocations =132ha	Total land area of Allocations =132ha	
Employment development permitted on allocated sites (April 2016 - 31 <sup>st</sup> March 2017) =	Employment development permitted on allocated sites (April 2017 - 31 <sup>st</sup> March 2018) = 2.12	Employment development permitted on allocated sites (April 2018 – 31 <sup>st</sup> March 2019) = 3.16	Employment development permitted on allocated sites (April 2019 – 31 <sup>st</sup> March 2020) = 2.07	Employment development permitted on allocated sites (April 2020 – 31 <sup>st</sup> March 2021) = 0.78	Employment development permitted on allocated sites (April 2021 – 31 <sup>st</sup> March 2022) = 80.2	

11.6ha. This equates to 9%	ha. This equates to 1.7%	ha. This equates to 2.4%.	ha. This equates to 1.7 %	ha. This equates to 0.6 %	ha. This equates to 61 %
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### Analysis

The monitoring table below provides a breakdown of employment land permitted during the monitoring period on allocated sites.

Application No.	Proposal	Address	Site Area (ha)	Status
21/00076/MJR	Construction of a business park (up to 90,000sqm – use class B1,B2,B8), ancillary uses and infrastructure associated with biodiversity, landscape, drainage, walking, cycling, and other transport modes. Together with the construction of a new transport hub facility, comprising railway station buildings (up to 2500sqm – use class sui generis) including ancillary uses; 4 No. platforms; surface car park (up to 650 no. spaces) and associated infrastructure works.			Not started (Granted 06.04.21: subject to legal agreements)

The employment land permitted (ha) on allocated sites during the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 as a percentage of all employment allocations is 61 %, which is significantly higher than the last five year. This is attributed to outline consent being granted for Strategic Site H: South of St Mellons Business Park.

Please note a significant area of the Cardiff Central Enterprise Zone allocation has an existing development footprint or has already been developed during the LDP plan period.

In relation to Strategic Site KP2 (A): Cardiff Central Enterprise Zone and Regional Transport Hub an application for outline permission was received on 06/04/2021 (21/00783/MJR) and is awaiting determination in due course.

### **Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Employment Land Take Up

Indicator reference: OB1 EC2

Relevant LDP Policies: KP2, KP9, EC1-EC7

Indicator reference: OB1 EC2

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>Core</b> Annual Employment land take up (based on completions) in Cardiff (including on Strategic Sites – Policy KP2)		Offices (B1) = 27,000-33,400 sqm annually.  Industrial (B1 b/c, B2, B8) = 4 to 7 ha annually		Offices (B1) = Take up is more than 10% above or below the target for 2 or more consecutive years (B1b/c, B2, B8) = Take up is more than 10% above or below the target for two or more consecutive years.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Office Take Up (April 2016 to April 2017) = 9760 sqm  Industrial Take up (April 2016 to April 2017) = 12.3 ha	Office Take Up (April 2017 to April 2018) = 14,969 sqm  Industrial Take up (April 2017 to April 2018) = 0.5 ha	Office Take Up (April 2018 to April 2019) = 39,726 sqm  Industrial Take up (April 2018 to April 2019) = 1.6 ha	Office Take Up (April 2019 to April 2020) = 36,710 sqm  Industrial Take up (April 2019 to April 2020) = 0.46 ha	Office Take Up (April 2020 to April 2021) = 728 sqm (please see analysis)  Industrial Take up (April 2020 to April 2021) = 1.04 ha	Office Take Up (April 2021 to April 2022) = 0 sqm (please see analysis)  Industrial Take up (April 2021 to April 2022) = 3.75 ha



## Analysis

Office Take up is based on completions during the period April 2021 to 31<sup>st</sup> March 2022, which was 0 sqm, however, it is noted that there are a number of significant city centre offices nearing completion. Notably land at the north of John Street (13,275 sqm) and the office development which forms part of the Transport Interchange development, at Central Square (14,111 sqm).

If these figures were to be considered this would provide a further 27,386 sqm of office floorspace. Taking these figures and factors into consideration, no concerns are raised in relation to this indicator at this current time.

Industrial Take-up is based on completions during the period April 2021 to 31<sup>st</sup> March 2022. Take up has been reasonable during this period with 3.75 hectares being developed. In this period 34,000 sqm of research and development floorspace (B1b) was completed. This floorspace related the completions at the Cardiff University's Maindy Road development - which includes the 'sbarc', Translational Research Hub (TRH) and Abacws buildings at the University's Innovation Campus. A self-storage facility has also been completed at The Avenue Industrial Park, Croescardarn Close, Pontprennau.

Although falling slightly short of the annual target, take-up has been higher than the last four years. There are also a number of current planning permissions for industrial use. The most significant developments in the pipeline being 15.4 ha of commercial development (B2 and B8 uses), on land adjacent to Longships Road and Compass Road, Cardiff Bay, and a proposed development to take up 16.5 ha of land for B8 use class, on Land at Rover Way. There are also a number of applications for small start-up units, which will likely be completed in next year's monitoring period. Taking these factors into consideration no concerns are raised in relation to this indicator.

## Recommendations

No action is required at present. Continue to monitor.

## Topic Area: Loss of Employment Land

**Relevant LDP Policies:** KP2, EC1 – EC7

**Indicator reference:** OB1 EC3

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Amount of employment land lost to non-employment uses in primary and local employment sites (Policy EC1)		No loss of employment land (Policy EC1) unless in accordance with Policy EC3.		No loss of employment land on EC1 protected sites, except for developments which have been considered a complimentary use under Policy EC2, or which have been considered to satisfy Policy EC3.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No loss of employment land occurred on EC1 protected sites except where the proposal was considered a complementary use under Policy EC2, or which satisfied policy EC3.	No loss of employment land occurred on EC1 protected sites except where the proposal was considered a complementary use under Policy EC2, or which satisfied policy EC3.	No loss of employment land occurred on EC1 protected sites except where the proposal was considered a complementary use under Policy EC2, or which satisfied policy EC3.	No loss of employment land occurred on EC1 protected sites except where the proposal was considered a complementary use under Policy EC2, or which satisfied policy EC3.	No loss of employment land occurred on EC1 protected sites except where the proposal was considered a complementary use under Policy EC2, or which satisfied policy EC3.	No loss of employment land occurred on EC1 protected sites except where the proposal was considered a complementary use under Policy EC2, or which satisfied policy EC3.

**Analysis**

In relation to uses permitted on employment land, 5 D1 uses (4 clinics and 1 independent school) and 3 D2 leisure uses (gyms and sports pitch), 2 A1 uses (cash and carry, and complementary small scale convenience store) were approved. In all cases the units were vacant despite marketing and the D1 uses approved also had a B1 office element. The cash and carry also had an office and storage element and the small A1 convenience store was considered a complementary use under policy EC2.

It is therefore considered that Policy EC1 and Policy EC3 are functioning effectively. The council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to these issues.

**Recommendations**

No action is required as present. Continue to monitor.

## Topic Area: Employment Provision Cardiff Central Enterprise Zone

Relevant LDP Policies: KP2(A), KP9, EC1 – EC7

Indicator reference: OB1 EC4

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
Local Employment provision of Allocated Sites (KP2 (A) – Cardiff Central Enterprise Zone)		Employment densities for B1 use at least 14.5 per sqm (gross external value)		No trigger is set at present but will be revised once further details are known	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Office completions – 9760sq m Offices under construction- 23,380sq m Offices in pipeline (since April 2016) with planning permission – 157,897sq m	Office completions – 14,969sq m Offices under construction – 42,652sq m Offices in pipeline (since April 2017) with planning permission – 13,275sq m	Office completions – 39,726 sq m Offices under construction – 42,652sq m Offices in pipeline (since April 2018) with planning permission – 49,328sq m.	Office completions – 37,331 sq m Offices under construction – 23,593sq m Offices in pipeline (since April 2019) with planning permission – 18,761 sq m <i>(amended)</i>	Office completions – 0 sq m Offices under construction – 27,386 sq m Offices in pipeline (since April 2020) with planning permission – 25,384 sq m.	Office completions – 0 sq m Offices under construction – 27,386 sq m

**Analysis**

Within the Allocated Site (KP2A) office take up based on completions during the period April 2021 to 31<sup>st</sup> March 2022 was 0 sqm. However, it is noted that there are several significant city centre offices nearing completion. Notably land at the north of John Street (13,275 sqm) and the office development which forms part of the Transport Interchange development, at Central Square (14,111 sqm). If these figures were to be considered this would provide a further 27,386 sqm of office floorspace. Taking these figures and factors into consideration, no concerns are raised in relation to this indicator at this current time.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Employment Provision North West Cardiff

Relevant LDP Policies: KP2(C), KP9, EC1 – EC7

Indicator reference: OB1 EC5

Contextual Changes: There have been no significant contextual change relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Employment provision on Allocated Sites – (KP2 C – North West Cardiff)		15,000sq m (B1 & B1(b&c))		No trigger is set at present but will be revised once further details are known.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
15,500sq m B1(a), B1(b) & B1(c) included in planning application (ref 14/02733/MJR) approved 20/03/2017	The office development granted planning permission as part of this strategic residential led mixed use development has not yet started.	The office development granted planning permission as part of this strategic residential led mixed use development has not yet started.	The office development granted planning permission as part of this strategic residential led mixed use development has not yet started.	The office development granted planning permission as part of this strategic residential led mixed use development has not yet started.	The office development granted planning permission as part of this strategic residential led mixed use development has not yet started.
Analysis					
<p>Planning permission 14/02733/MJR granted 20/03/2017 for residential led mixed use development of this strategic sites which includes the target level of B1 floorspace.</p> <p>Although not yet started, the residential development has begun. It is therefore considered that policy KP2 is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.</p>					

<b>Recommendations</b>
No action is required at present. Continue to monitor.

## Topic Area: Employment Provision North of Junction 33

**Relevant LDP Policies:** KP2 (D&E), KP9, EC1 – EC7

**Indicator reference:** OB1 EC6

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Employment provision on Allocated Sites – (KP2 D&E – North of J33 & South of Creigiau)		3ha by J33 plus 2.5ha flexible local employment space.		No trigger set at present but will be revised once further details are known.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
6.7ha employment space including interchange included in planning application (ref 14/00852/MJR) granted 28/02/2017.	Not yet started	Not yet started	Not yet started	Not yet started	Not yet started
Analysis					
<p>Planning permission 14/00825/MJR granted 28/02/2017 for the residential led mixed use development of this strategic site which includes the target level of employment floorspace. Development has not yet started.</p> <p>As the site has been granted permission it is considered that policy KP2 D is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of this policy framework relating to this issue.</p>					



<b>Recommendations</b>
No action is required at present. Continue to monitor.

## Topic Area: Employment Provision North East Cardiff

Relevant LDP Policies: KP2(F), KP9, EC1-EC7

Indicator reference: OB1 EC7

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Employment provision on Allocated Sites – (KP2 F – North East Cardiff)		6.5ha B1 & B1 (b&c) employment space Employment provision on Allocated Sites – (KP2 F – North East Cardiff)		No trigger is set at present but will be revised once further details are known.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No application submitted to date	No application submitted to date	No application submitted to date	No application submitted to date	Whilst various phases of the Churchlands residential development are being developed, the employment element is not yet started	Whilst various parcels within the strategic site are being developed for residential use, the employment element has not yet started.
Analysis					
Not started. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
Recommendations					
No action is required at present. Continue to monitor.					

## Topic Area: Employment Provision South of St Mellons Business Park

Relevant LDP Policies: KP2(H), KP9, EC1 - EC7

Indicator reference: OB1 EC8

Contextual Changes: There have been no significant contextual change relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Employment provision on Allocated Sites – (KP2H- South of St. Mellons Business Park)		80,000 to 90,000sq m (B1(b))/(c)		No trigger is set at present but will be revised once further details are known.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No application submitted to date	No application submitted to date	No application submitted to date	No application submitted to date	Current application (21/00076/MJR) for up to 90,000sq m B1, B2, B8. To be determined.	Application (21/00076/MJR) for up to 90,000sq m B1, B2, B8 granted outline planning permission 6 <sup>th</sup> April 22 subject to 106 Agreement and a holding direction by Welsh Government.
Analysis					
Outline planning permission (ref 21/00076/MJR) for up to 90,000sq m B1, B2, B8 approved 06/04/22 subject to s106 and a holding direction by Welsh Government.					

The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to these issues.

**Recommendations**

Continue to monitor.

## Topic Area: Net Job Creation

Relevant LDP Policies: KP1, KP9, EC1 – EC7

Indicator reference: OB1 EC9

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Net job creation over the remaining Plan period (Total = 40,000 over whole Plan period, 20,900 jobs created between 2006 and 2015).		19,100 by 2026 or 1,736 annually. Target is set at 1,750 jobs annually over the remaining plan period.		If annual creation of new jobs falls more than 10% below the anticipated rate of 1,750 jobs for 2 or more consecutive year.	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
Total jobs in Cardiff – 204,000 in 2015 (latest Nomisweb.co.uk figures 2015)	Total jobs in Cardiff – 208,000 in 2016 (latest Nomisweb.co.uk figures (2016)).	Total jobs in Cardiff – 214,000 in 2017 (latest Nomisweb.co.uk figures, 2017).	Total jobs in Cardiff – 212,000 in 2018 (latest Nomisweb.co.uk figures, 2018).	Total jobs in Cardiff – 213,000 in 2019 (latest Nomisweb.co.uk figures, 2019).	Total jobs in Cardiff – 212,000 in 2020 (latest Nomisweb.co.uk figures, 2020).
<b>Analysis</b>					
The total number of jobs in Cardiff is 212,000 jobs, a fall of 1,000 jobs since the last AMR. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
<b>Recommendations</b>					
No action required at present. Continue to monitor.					

## Topic Area: Active A1 Retail Units within District and Local Centres

Relevant LDP Policies: R1 – R8

Indicator reference: OB1 EC10

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
Active A1 (retail) units within District and Local Centres remaining the predominant use.		A1 units comprising 40% of all units within District & Local Centres (Base Level in 2013).		A1 units comprising less than 40% of all units within a centre.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
District Centres – Average of 46% active retail units within centres.	District Centres – Average of 45% active A1 retail units within centres.	District Centres – Average of 44% active A1 retail units within centres.	Due to Covid no equivalent data available for 2020.	District Centres – Average of 44% active A1 retail units within centres.	District Centres – Average of 43 % active A1 retail units within centres.
Local Centres – Average of 47% active A1 retail units within centres.	Local Centres – Average of 46% active A1 retail units within centres.	Local Centres – Average of 44% active A1 retail units within centres.  For an individual breakdown see analysis section.		Local Centres – Average of 48% active A1 retail units within centres.  For an individual breakdown see analysis section.	Local Centres – Average of 47 % active A1 retail units within centres.  For an individual breakdown see analysis section.

## Analysis

### District Centres

<i>District Centre</i>	<i>Total No of Units</i>	<i>No active A1 (retail) units</i>	<i>Percentage Active A1 (retail) units</i>
Albany Road/Wellfield Road	199	90	45%
City Road	170	68	40%
Clifton Street	101	51	50%
Cowbridge Road East	189	87	46%
Crwys Road/Woodville Road	131	54	41%
Bute Street/James Street	63	18	29%
Merthyr Road, Whitchurch	94	44	47%
Penarth Road/Clare Road	72	30	42%
St Mellons	20	9	45%
Thornhill	7	4	57%
Whitchurch Road	121	43	36%
		<b>Average</b>	<b>43%</b>

The average percentage of active A1 retail units within District Centres is 43%. The majority of District Centres exceed the 40% target with the exception of Bute Street/James Street, and Whitchurch Road. It is acknowledged that Bute Street/James Street has historically had a large element of restaurants/cafes given its location within Mermaid Quay, Cardiff Bay.

Whitchurch Road falls just below the 40% threshold.

**Local Centres**

<b>Local Centre</b>	<b>Total No of Units</b>	<b>No active A1 (retail) units</b>	<b>Percentage of Active A1 (retail) units</b>
Birchgrove	48	18	38%
Bute Street (Loudoun Square)	12	8	67%
Cathedral Road	27	12	44%
Countisbury Avenue	36	18	50%
Caerau Lane	9	6	67%
Fairwater Green	16	7	44%
Gabalfa Avenue	15	6	40%
Grand Avenue	20	7	35%
High Street, Llandaff	34	13	38%
Maelfa, Llanedeyrn*	12	8	67%
Newport Road, Rumney	48	24	50%
Rhiwbina Village	47	26	55%
Salisbury Road	45	13	29%
Splott Road	36	16	44%
Station Road, Llanishen	28	13	46%
Station Road, Llandaff North	32	16	50%
Station Road, Radyr	14	7	50%
Tudor Street	35	13	37%
Willowbrook Drive	4	2	50%
Wilson Road	15	7	47%
		<b>Average</b>	<b>47%</b>

The average percentage of active A1 retail units within Local Centres is 47%. The majority of Local Centres exceed the 40% target with the exception of Birchgrove, Gabalfa Avenue, Grand Avenue, High Street Llandaff, Salisbury Road, and Tudor Street.



Tudor Street is currently undergoing a regeneration programme which should encourage future A1 occupation and lift the percentage score for this centre in the near future.

It is also significant to note, a number of centres have experienced an increase in the number of active A1 units, including Gabalfa Avenue, Grand Avenue, Rhiwbina, Splott and Tudor Street.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Protected City Centre Shopping Frontages

Relevant LDP Policies: R2, R3

Indicator reference: OB1 EC11

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Proportion of protected City Centre shopping frontages with over 50% Class A1 (Shop) units.		100%		90%	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
54 of the city centres 64 Protected Shopping Frontages had over 50% Class A1 units in 2016/17.	In 2017/18, 53 of the city centres 64 Protected Shopping Frontages had 50% or more Class A1 units.	In 2018/19, 53 of the city centres 64 Protected Shopping Frontages have 50% or more Class A1 units.	In 2019/20, 53 of the city centres 64 Protected Shopping Frontages have 50% or more Class A1 units.	In 2020/21, 53 of the city centres 64 Protected Shopping Frontages have 50% or more Class A1 units.	In 2021/22, 52 of the city centres 64 Protected Shopping Frontages have 50% or more Class A1 units.

**Analysis**

- The Council's City Centre Land Use and Floor Space survey (LUFS) is undertaken each autumn.
- The first Performance AMR survey undertaken in October 2016 identified that 54 out of city centres 64 Protected Shopping Frontages comprised of 50% or more Class A1 units.
- It was noted at the time that the 10 Protected Shopping Frontages which were identified as falling below the 50% threshold were weaker frontages that have not historically achieved 50% but were included as protected frontages in the LDP for their group value within the Central Shopping Area (CSA).
- It was therefore recommended that 54 Protected Shopping Frontages represents the 100% target for the future monitoring of this benchmark.
- The 2021/22 survey identifies that 52 out of city centres 64 Protected Shopping Frontages comprised of 50% or above Class A1 units. This represents a total of 96.3% when measured against the first AMR target of 54 frontages (100%).

**Recommendations**

No actions required at present. Continue to monitor.

## Topic Area: Vacancy Rates in Central Shopping Area, District and Local Centres

Relevant LDP Policies: KP10, R1 – R8

Indicator reference: OB1 EC12

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
Percentage of ground floor vacant retail units in the Central Shopping Area, District and Local Centres		Vacancy level are no higher than the national UK average (19.4% / 14.5% Q3 2021).		Vacancy levels rise above national UK average for more than two consecutive years.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
District Centres – Average of 6% vacancy rate within centres.	District Centres – Average of 7% vacancy rate within centres.	District Centres – Average of 10% vacancy rate within centres.	District Centres – Unable to collect survey data due to Covid-19 lockdown.	District Centres – Average of 10% vacancy rate within centres	District Centres – Average of 10% vacancy rate within centres
Local Centres – Average of 7% vacancy rate within centres.	Local Centres – Average of 9% vacancy rate within centres.	Local Centres – Average of 8% vacancy rate within centres	Local Centres – Unable to collect survey data due to Covid-19 lockdown.	Local Centres – Average of 7% vacancy rate within centres	Local Centres – Average of 7% vacancy rate within centres
				Central Shopping Area – Unable to	

Central Shopping Area – vacancy rate of 13.9%.	Central Shopping Area – vacancy rate of 12.2%.	Central Shopping Area – vacancy rate of 10.7%.	Central Shopping Area – vacancy rate of 10.9%.	collect survey data due to Covid-19 lockdown.	Central Shopping Area vacancy rate of 20.9%.
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For an individual breakdown see analysis section.

<b>Analysis</b>			
<i>UK Average:</i>			
<ul style="list-style-type: none"> <li>• <i>In the third quarter of 2021, the overall GB vacancy rate remained at 14.5%, the same level as Q2.</i></li> <li>• <i>Shopping Centre vacancies remain at 19.4% for the second consecutive quarter.</i></li> <li>• <i>On the High Street, vacancies remained at 14.5% in Q3 – remaining in line with the overall rate.</i></li> </ul>			
<i>Source: British Retail Consortium Website (29th October 2021)</i>			
<b>District Centres 2022</b>			
<b><i>District Centre</i></b>	<b><i>Total No of Units</i></b>	<b><i>No vacant retail units</i></b>	<b><i>Percentage vacant retail units</i></b>
Albany Road/Wellfield Road	199	12	6%
City Road	170	14	8%
Clifton Street	102	19	19%
Cowbridge Road East	189	7	4%
Crwys Road/Woodville Road	131	3	2%
Bute Street/James Street	63	19	30%
Merthyr Road, Whitchurch	94	5	5%
Penarth Road/Clare Road	72	9	12%
St Mellons	20	3	15%
Thornhill	7	0	0%

Whitchurch Road	121	8	7%
		<b>Average</b>	<b>10%</b>

3 of the District Centres are above the 14.5% vacancy trigger; Clifton Street (19% vacancy), Bute Street/James Street (30% vacancy) and St Mellons (15 percent vacancy). Clifton Street, whilst over the trigger target remains a resilient centre. Bute/Street James Street District Centre has a large element of restaurants/cafes given its location within Mermaid Quay, Cardiff Bay and Mermaid Quay is undergoing a programme of modernisation. Continue to monitor these centres for improvement next year.

### Local Centres 2022

<i>Local Centre</i>	<i>Total No of Units</i>	<i>No vacant retail units</i>	<i>Percentage vacant retail units</i>
Birchgrove	48	3	6%
Bute Street (Loudoun Square)	12	1	8%
Cathedral Road	27	1	4%
Countisbury Avenue	36	2	6%
Caerau Lane	9	1	11%
Fairwater Green	16	1	6%
Gabalfa Avenue	15	4	27%
Grand Avenue	20	3	15%
High Street, Llandaff	34	2	6%
Maelfa, Llanedeyrn*	12	0	0%
Newport Road, Rumney	48	4	8%
Rhiwbina Village	47	2	4%
Salisbury Road	45	4	9%
Splott Road	36	4	11%
Station Road, Llanishen	28	1	4%
Station Road, Llandaff North	32	1	3%

Station Road, Radyr	14	1	7%
Tudor Street	35	11	31%
Willowbrook Drive	4	0	0%
Wilson Road	15	1	7%
		<b>Average</b>	<b>9%</b>

A significant number of the Local Centres meet or fall below the 14.5% vacancy trigger, with the exception of Gabalfa Avenue, Grand Avenue, and Tudor Street. It is noted that Caerau Lane, Gabalfa Avenue and Grand Avenue are small centres with 8 vacant units in total.

Tudor Street remains higher than the trigger of 14.5% with a vacancy rate of 31% but this local centre is undergoing a programme of regeneration at present.

### **Central Shopping Area (CSA)**

The 2021 Cardiff City Centre Land Use and Floor Space Survey (LUFS) identifies a retail vacancy of 20.9% within the Central Shopping Area (79 vacancies from a total of 377 retail units). The city centre comprises of a number of larger shopping centres, so vacancy rates need to be considered in this context. In addition, the survey work was undertaken during the easing of lockdown restrictions, so, whilst providing a snapshot, does not represent/capture the taking back up of retail units post covid.

The next LUFS survey, which will be undertaken in Autumn 2022 will provide a more accurate representation of vacancy levels within the city centre.

### **Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Retail Development Outside Designated Centres

**Relevant LDP Policies:** KP10, R1, R2, R3, R4, R5, R6, R7 & R8

**Indicator reference:** OB1 EC13

**Contextual Changes:** There have been no significant contextual changes relating to this policy during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of retail developments permitted outside the Central Shopping Area and District and Local Centres not in accordance with Policy R6 and an assessment of need and strict application of the sequential test.		No retail developments permitted outside these areas (unless in accordance with Policy R6 and an assessment of need and strict application of the sequential test).		1 or more retail development permitted outside the Central Shopping Area and District and Local Centres not in accordance with Policy R6 and an assessment of need and strict application of the sequential test.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
27 applications approved for retail development outside designated centres. 7 applications were accompanied by an assessment of need and sequential test. The remaining 20 were not accompanied	17 applications approved for retail development outside designated centres. 3 applications were accompanied by an assessment of need and the sequential test. The remaining 14 were not accompanied	25 applications approved for retail development outside designated centres. None of the applications were accompanied by an assessment of need and the sequential test as specific	9 applications approved for retail development outside designated centres. 3 applications were accompanied by an assessment of need and the sequential test. The remaining 6 were not accompanied	7 applications approved for retail development outside designated centres. 3 were accompanied by proportionate retail planning statements. The remaining 4 were not as specific	23 applications approved for retail development outside designated centres. 1 was accompanied by proportionate retail planning statement. The remaining 19 were not as specific circumstances did not require them.



by an assessment as specific circumstance did not require them.	by an assessment as specific circumstances did not require them.	circumstance did not require them.	by an assessment as specific circumstance did not require them.	circumstances did not require them.	
<b>Analysis</b>					
<p>23 applications for development within Use Class A were permitted outside designated centres. 1 of the proposals submitted an assessment of need and demonstrated that they satisfied the sequential test.</p> <p>22 applications did not require an assessment of need and the sequential test as -</p> <ul style="list-style-type: none"> <li>- In all cases the floorspace was below the TAN 4 threshold or</li> <li>- The retail floorspace formed part of a mixed-use scheme e.g., ground floor use in high rise residential development.</li> <li>- The retail floorspace was considered complementary/ancillary in business/industrial areas or leisure uses</li> <li>- The retail floorspace related to the change of use or the variation of condition of premises already in commercial use and/or in smaller shopping parades.</li> <li>- The retail floorspace comprised A1 Cash and Carry</li> </ul> <p>It is therefore considered that Policy R6 is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.</p>					
<b>Recommendations</b>					
No action required at present. Continue to monitor.					

## **Topic Area: Achievement of 50:50 Modal Split**

**Relevant LDP Policies:** KP2, KP6, KP8, T1-T9

**Indicator reference:** OB1 EC14

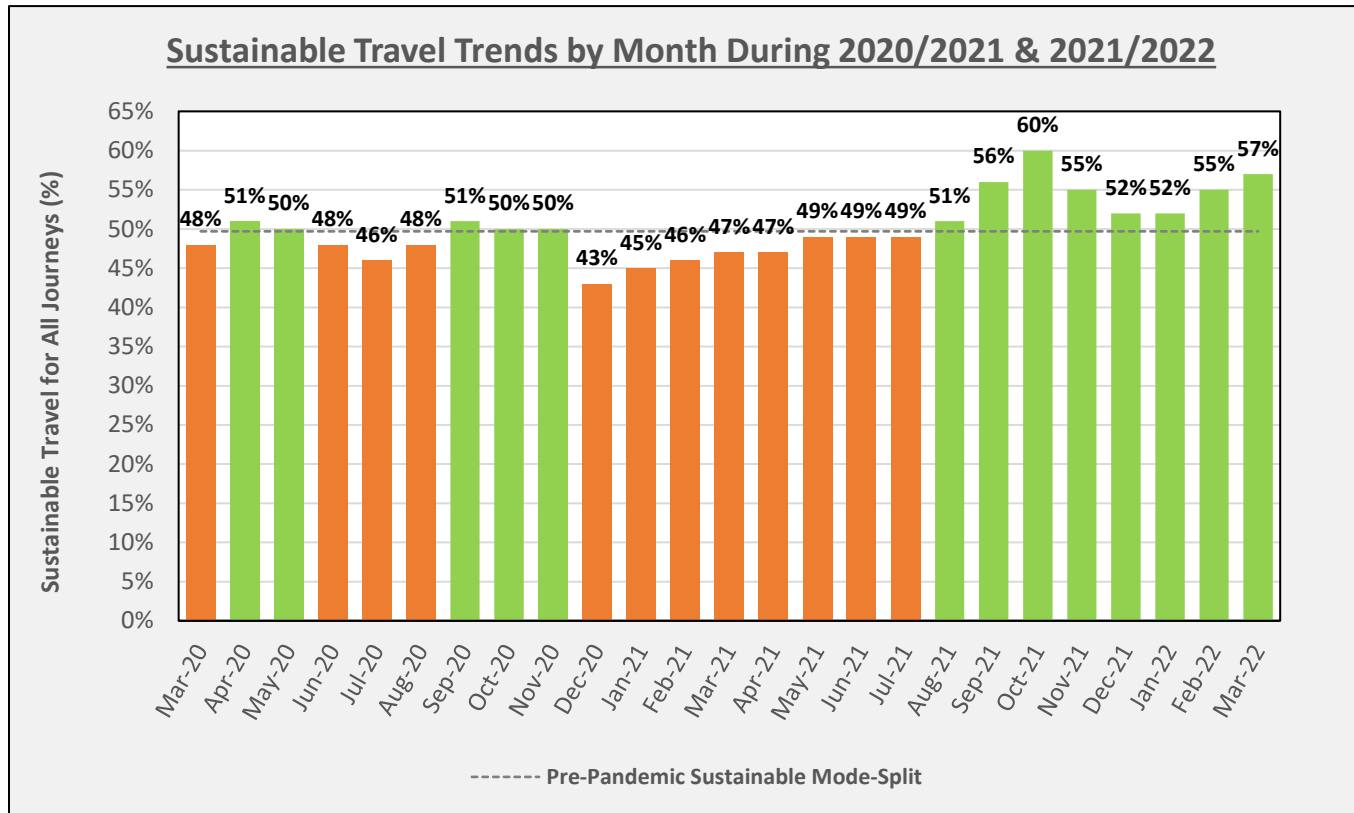
**Contextual Changes:** The UK entered a national lockdown from the 24<sup>th</sup> of March 2022 in response to the global COVID-19 pandemic. Even though all remaining restrictions have since been eased as of 27<sup>th</sup> of May 2022, nevertheless in response to the pandemic many people changed their travel behaviour and continue to either work from home or travel differently to before, including their choice of mode. Welsh Government also set a target in its 'Smarter Working: A Remote Working Strategy for Wales', for 30% of the workforce to be working remotely on a regular basis. Furthermore, Cardiff released its Transport White Paper in January 2020 allied to the One Planet Cardiff, which set out an ambitious 10-year vision to increase sustainable travel (aiming to double the proportion travelling by sustainable modes), tackle climate change, reduce congestion and improve air quality. Over the past year and continuing for the foreseeable future, the public have been subject to significant pressures from the increased cost of living (not least rising prices for fuel, food, energy and rising interest rates), this in turn has likely had a significant impact in influencing peoples' travel behaviour. Typically, this indicator is measured on the basis of conducting the Annual Transport Survey, however due to the pandemic this has not been undertaken since 2019, therefore other data sources have been used to monitor and report trends since, hence the difference in how the outturn for 2020/2021 and 2021/2022 are presented below.

<b>Indicator</b>	<b>Target</b>	<b>Trigger</b>
<b>Local</b> Achievement of 50:50 modal split for all journeys by 2026	Increase the sustainable travel proportion of the modal split by 1% per annum for each journey purpose:  1) Work = 45.2% (2014) 2) Education = 57.8% (2014) 3) Shopping (City Centre) = 67.1% (2014) 4) Shopping (Other) = 43.2% (2014) 5) Leisure = 58% (2014)	Failure to achieve an annual increase of 1% for each journey purpose for two or more consecutive years

Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
1) Work: 2014 = 45.2% 2015 = 45.0% (↓) - 0.2% 2016 = 48.1% (↑) +3.1%	1) Work: 2016 = 48.1% 2017 = 48.4% (↑) +0.3%	1) Work: 2017 = 48.4% 2018 = 53.6% (↑) +5.3%	1) Work: 2018 = 53.6% 2019 = 60.8% (↑) +7.2%	All Journeys:  1st April 2019 to 16th March 2020 (pre-pandemic average) = 50%	All Journeys:  1st April 2020 to 31st March 2021 (average during pandemic) = 48% (↓) -2%
2) Education: 2014 = 57.8% 2015 = 50.4% (↓) - 7.4% 2016 = 59.6% (↑) +9.2%	2) Education: 2016 = 59.6% 2017 = 55.9% (↓) - 3.7%	2) Education: 2017 = 55.9% 2018 = 59.1% (↑) +3.1%	2) Education: 2018 = 59.1% 2019 = 61.7% (↑) +2.6%	1st April 2020 to 31st March 2021 (average during pandemic) = 48% (↓) -2%	1st April 2021 to 31st March 2022 (average during pandemic) = 53% (↑) +5%
3) Shopping (City Centre): 2014 = 67.1% 2015 = 66.0% (↓) - 1.1% 2016 = 67.9% (↑) +1.9%	3) Shopping (City Centre): 2016 = 67.9% 2017 = 64.7% (↓) - 3.2%	3) Shopping (City Centre): 2017 = 64.7% 2018 = 67.3% (↑) +2.6%	3) Shopping (City Centre): 2018 = 67.3% 2019 = 70.7% (↑) +3.4%		
4) Shopping (Other): 2014 = 43.2% 2015 = 41.3% (↓) - 1.9% 2016 = 45.6% (↑) +4.3%	4) Shopping (Other): 2016 = 45.6% 2017 = 38.8% (↓) - 6.8%	4) Shopping (Other): 2017 = 38.8% 2018 = 42.9% (↑) +4.2%	4) Shopping (Other): 2018 = 42.9% 2019 = 49.0% (↑) +6.1%		

5) Leisure: 2014 = 58.0% 2015 = 54.8% (↓) - 3.2% 2016 = 60.2% (↑) +5.4%	5) Leisure: 2016 = 60.2% 2017 = 56.4% (↓) - 3.8%	5) Leisure: 2017 = 56.4% 2018 = 58.8% (↑) +2.5%	5) Leisure: 2018 = 58.8% 2019 = 63.7% (↑) +4.9%		
<b>Analysis</b>					
<p>The proportion of sustainable travel over the past year as a whole has increased relative to both 2020/2021 and to 2019/2020. However, the figure by month has fluctuated, albeit since August 2021 the proportion of people travelling sustainably has been consistently higher than prior to the pandemic having exceeded the target 50:50, as demonstrated in figure 1.14.1 below.</p> <p>With the figures below in mind, Cardiff appears to be making progress towards its ambitious aspirations as set you in the Transport White Paper, i.e. to achieve 37:63 (car vs. sustainable) mode-split by 2025 and 24:76 by 2030.</p> <p>Apart from the significant impact of COVID-19 itself, it is worth being mindful that the choice to travel sustainably is nevertheless subject to a number of variables, many of which are externalities outside of the Council's direct influence.</p> <p>Examples of factors which may impact on mode-choice include but are not limited to – fuel prices, bus/rail fares, inflation, level of bus service provision, population trends, congestion effects in terms of bus journey times/reliability, parking availability/charges, changes in travel patterns (e.g. the rise in internet shopping or increased working from home), weather conditions, public health trends, infrastructure improvements etc.</p> <p>The above should also be bourn in mind when considering the other transport indicators following.</p>					

Figure: 1.14.1



To set the above in mind, key events in the timeline are presented in table 1.14.2 below. Note that these should also be born in mind when considering the other transport indicators following.

**Table: 1.14.2**

16/03/2020	Social Distancing
24/03/2020	National lockdown
20/04/2020	Furlough introduced (in place until end of September 2021)
07/06/2020	Wellfield Road pilot scheme introduced
21/06/2020	Pedestrianisation of Castle Street and reopening of non-essential shops
29/06/2020	'Fflecsi' demand responsive travel introduced (Cardiff North G1)
27/07/2020	Face masks and social distancing mandatory on public transport
03/08/2020	'Eat Out to Help Out' initiative launched (effective until end of month)
25/09/2020	Local lockdown restrictions imposed
23/10/2020	'Fire-break' restrictions introduced across Wales, face masks mandatory in indoor public places
09/11/2020	End of 'fire-break' restrictions
29/11/2020	Castle Street reopened to buses
20/12/2020	New alert levels introduced, Wales at Alert Level 4
04/01/2021	Wales raised to highest Alert Level 5
15/03/2021	Cross City Route & Cross City South pop-up cycleways introduced
03/05/2021	Wales moved to Alert Level 3
14/05/2021	Wales moved to Alert Level 2
15/07/2021	Intention to develop a Bus Strategy at Cabinet with concept of 'Smart Bus Corridors'
17/07/2021	Wales moved to Alert Level 1
21/07/2021	Nextbribe rebranding exercise to OVO Bikes (bikes back on-line on 03/03/2021)
05/08/2021	Wales lowered to Alert Level 0
21/10/2021	Westgate Street bus gate introduced and Castle Street reopening to general traffic
15/11/2021	OVO Bikes suspending due to high incidence of vandalism (reintroduced 13/01/2022)
12/12/2021	Wales raised to Alert Level 4
17/12/2021	TfW Rail introduce emergency timetables
22/12/2021	Wales moved to Alert Level 2
10/01/2022	Cardiff Bus introduce emergency timetables
28/01/2022	Wales lowered to Alert Level 0
27/05/2022	End of remaining restrictions in Wales
04/09/2022	Normal weekday and weekend bus timetables reinstated

<b>Recommendations</b>
No action is required at present. Continue to monitor, and look to reinstate the Annual Transport Survey from 2023 onwards.

## **Topic Area: Percentage of People Walking**

**Relevant LDP Policies:** KP2, KP6, KP8, T1-T9

**Indicator reference:** OB1 EC15

**Contextual Changes:** The UK entered a national lockdown from the 24th of March 2022 in response to the global COVID-19 pandemic. Even though all remaining restrictions have since been eased as of 27th of May 2022, nevertheless in response to the pandemic many people changed their travel behaviour and continue to either work from home or travel differently to before, including their choice of mode. Welsh Government also set a target in its 'Smarter Working: A Remote Working Strategy for Wales', for 30% of the workforce to be working remotely on a regular basis. Furthermore, Cardiff released its Transport White Paper in January 2020 allied to the One Planet Cardiff, which set out an ambitious 10-year vision to increase sustainable travel, tackle climate change, reduce congestion and improve air quality. Over the past year and continuing for the foreseeable future, the public have been subject to significant pressures from the increased cost of living (not least rising prices for fuel, food, energy and rising interest rates), this in turn has likely had a significant impact in influencing peoples' travel behaviour. Typically, this indicator is measured on the basis of conducting the Annual Transport Survey, however due to the pandemic this has not been undertaken since 2019, therefore other data sources have been used to monitor and report trends since, hence the difference in how the outturn for 2020/2021 and 2021/2022 are presented below.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>Local</b> Percentage of people walking (all journeys)		An annual increase of journeys made on foot for each journey purpose:  1) Work = 15.9% (2014) 2) Education = 24.1% (2014) 3) Shopping (City Centre) = 16.7% (2014) 4) Shopping (Other) = 22.3% (2014) 5) Leisure = 19% (2014)		Failure to achieve an annual increase for each journey purpose for two or more consecutive years	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>



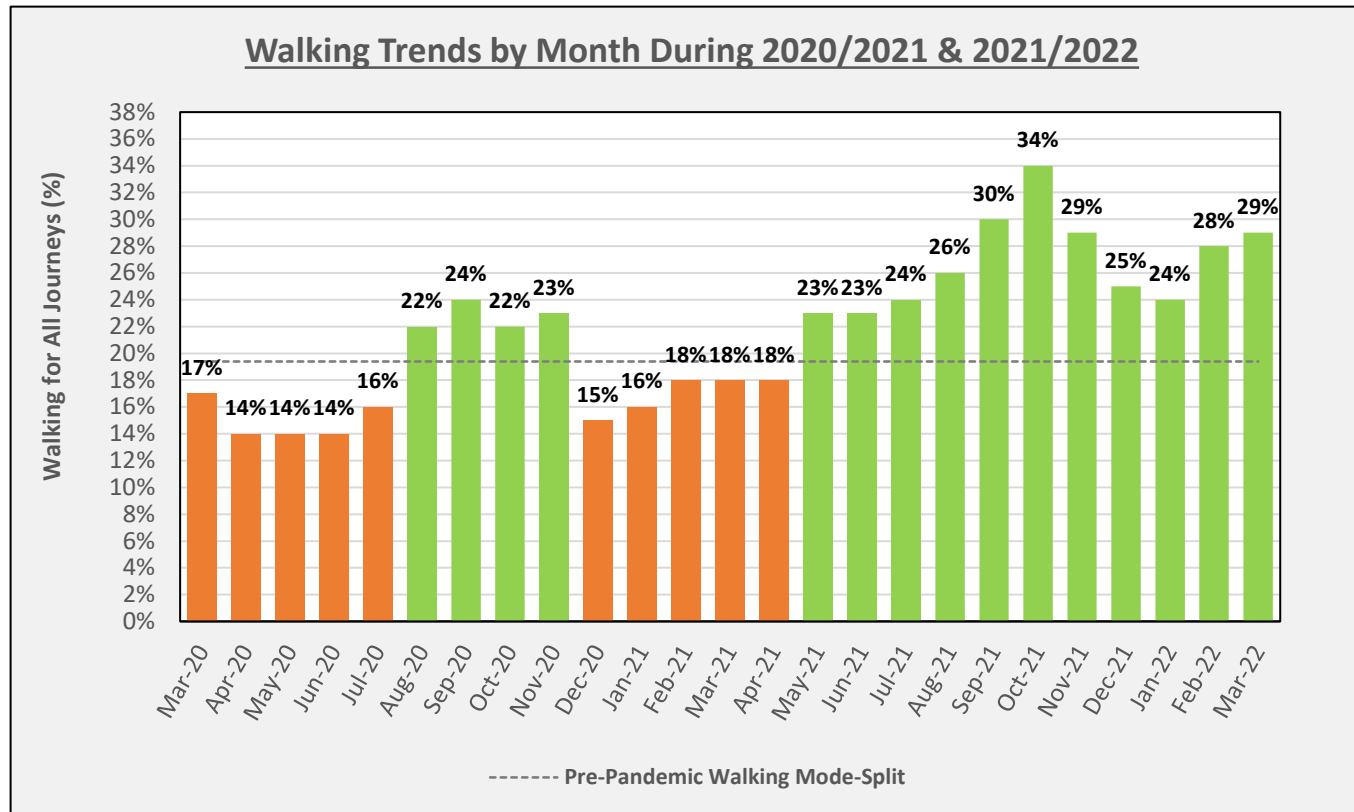
<p>1) Work: 2014 = 15.9% 2015 = 16.6% (↑) +0.7% 2016 = 17.9% (↑) +1.3%</p> <p>2) Education: 2014 = 24.1% 2015 = 22.6% (↓) -1.5% 2016 = 27.6% (↑) +5.0%</p> <p>3) Shopping (City Centre): 2014 = 16.7% 2015 = 16.5% (↓) -0.2% 2016 = 18.4% (↑) +1.9%</p> <p>4) Shopping (Other): 2014 = 22.3% 2015 = 22.2% (↓) -0.1% 2016 = 23.5% (↑) +1.3%</p> <p>5) Leisure: 2014 = 19.0%</p>	<p>1) Work: 2016 = 17.9% 2017 = 14.0% (↓) - 3.9%</p> <p>2) Education: 2016 = 27.6% 2017 = 23.3% (↓) - 4.3%</p> <p>3) Shopping (City Centre): 2016 = 18.4% 2017 = 16.1% (↓) - 2.3%</p> <p>4) Shopping (Other): 2016 = 23.5% 2017 = 19.9% (↓) - 3.6%</p> <p>5) Leisure: 2016 = 21.8%</p>	<p>1) Work: 2017 = 14.0% 2018 = 15.0% (↑) +1.0%</p> <p>2) Education: 2017 = 23.3% 2018 = 26.6% (↑) +3.3%</p> <p>3) Shopping (City Centre): 2017 = 16.1% 2018 = 16.9% (↑) +0.8%</p> <p>4) Shopping (Other): 2017 = 19.9% 2018 = 21.1% (↑) +1.2%</p> <p>5) Leisure: 2017 = 17.8%</p>	<p>1) Work: 2018 = 15.0% 2019 = 18.3% (↑) +3.3%</p> <p>2) Education: 2018 = 26.6% 2019 = 21.9% (↓) - 4.7%</p> <p>3) Shopping (City Centre): 2018 = 16.9% 2019 = 17.5% (↑) +0.6%</p> <p>4) Shopping (Other): 2018 = 21.1% 2019 = 23.4% (↑) +2.3%</p> <p>5) Leisure: 2018 = 18.0%</p>	<p>All Journeys: 1st April 2019 to 16th March 2020 (pre-pandemic average) = 19%</p> <p>1st April 2020 to 31st March 2021 (average during pandemic) = 18% (↓) -1%</p>	<p>All Journeys: 1st April 2021 to 31st March 2022 (average during pandemic) = 26% (↑) +8%</p>
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2015 = 18.9% (↓) -0.1% 2016 = 21.8% (↑) +2.9%	2017 = 17.8% (↓) - 4.0%	2018 = 18.0% (↑) +0.2%	2019 = 17.4% (↓) - 0.6%		
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**Analysis**

Walking levels (based on mobility data) have seen significant increases over the past year as well as relative to before the pandemic, and have been consistently high since May 2021, as demonstrated in figure 1.15.1 below

**Figure: 1.15.1**



Further evidence of changes that have occurred in relation to walking relative to re-pandemic levels are shown in table 1.15.2 below.

**Table: 1.15.2**

<b>Measure</b>	<b>2020/2021</b>	<b>2021/2022</b>
Footfall in City Centre	37% (-63%)	87% (-13%) *
Footfall on Cardiff Barrage	148% (+48%)	129% (+29%)
Footfall on Pont y Werin	127% (+27%)	116% (+16%)
Footfall on Eastern Bay Link	97% (-3%)	91% (-9%) *
Walking Trips (Strava Metro)	271% (+171%)	207% (+107%)
Walking Overall (Mobility)	63% (-37%)	131% (+31%)

\* Since back to pre-Covid levels

### **Recommendations**

No action is required at present. Continue to monitor, and look to reinstate the Annual Transport Survey from 2023 onwards

## Topic Area: Percentage of People Cycling

**Relevant LDP Policies:** KP2, KP6, KP8, T1-T9

**Indicator reference:** OB1 EC16

**Contextual Changes:** The UK entered a national lockdown from the 24th of March 2022 in response to the global COVID-19 pandemic. Even though all remaining restrictions have since been eased as of 27th of May 2022, nevertheless in response to the pandemic many people changed their travel behaviour and continue to either work from home or travel differently to before, including their choice of mode. Welsh Government also set a target in its 'Smarter Working: A Remote Working Strategy for Wales', for 30% of the workforce to be working remotely on a regular basis. Furthermore, Cardiff released its Transport White Paper in January 2020 allied to the One Planet Cardiff, which set out an ambitious 10-year vision to increase sustainable travel (doubling cycling specifically), tackle climate change, reduce congestion and improve air quality. Over the past year and continuing for the foreseeable future, the public have been subject to significant pressures from the increased cost of living (not least rising prices for fuel, food, energy and rising interest rates), this in turn has likely had a significant impact in influencing peoples' travel behaviour. Key considerations of note in terms of cycling are set out within the analysis following. Typically, this indicator is measured on the basis of conducting the Annual Transport Survey, however due to the pandemic this has not been undertaken since 2019, therefore other data sources have been used to monitor and report trends since, hence the difference in how the outturn for 2020/2021 and 2021/2022 are presented below.

Indicator		Target		Trigger	
<b>Local</b> Percentage of people cycling (all journeys)		An annual increase of journeys made by bike for each journey purpose: 1) Work = 10.6% (2014) 2) Education = 9.5% (2014) 3) Shopping (City Centre) = 5.9% (2014) 4) Shopping (Other) = 5.7% (2014) 5) Leisure = 10.1% (2014)		Failure to achieve an annual increase for each journey purpose for two or more consecutive years	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
1) Work:	1) Work:	1) Work:	1) Work:	All Journeys:	All Journeys:

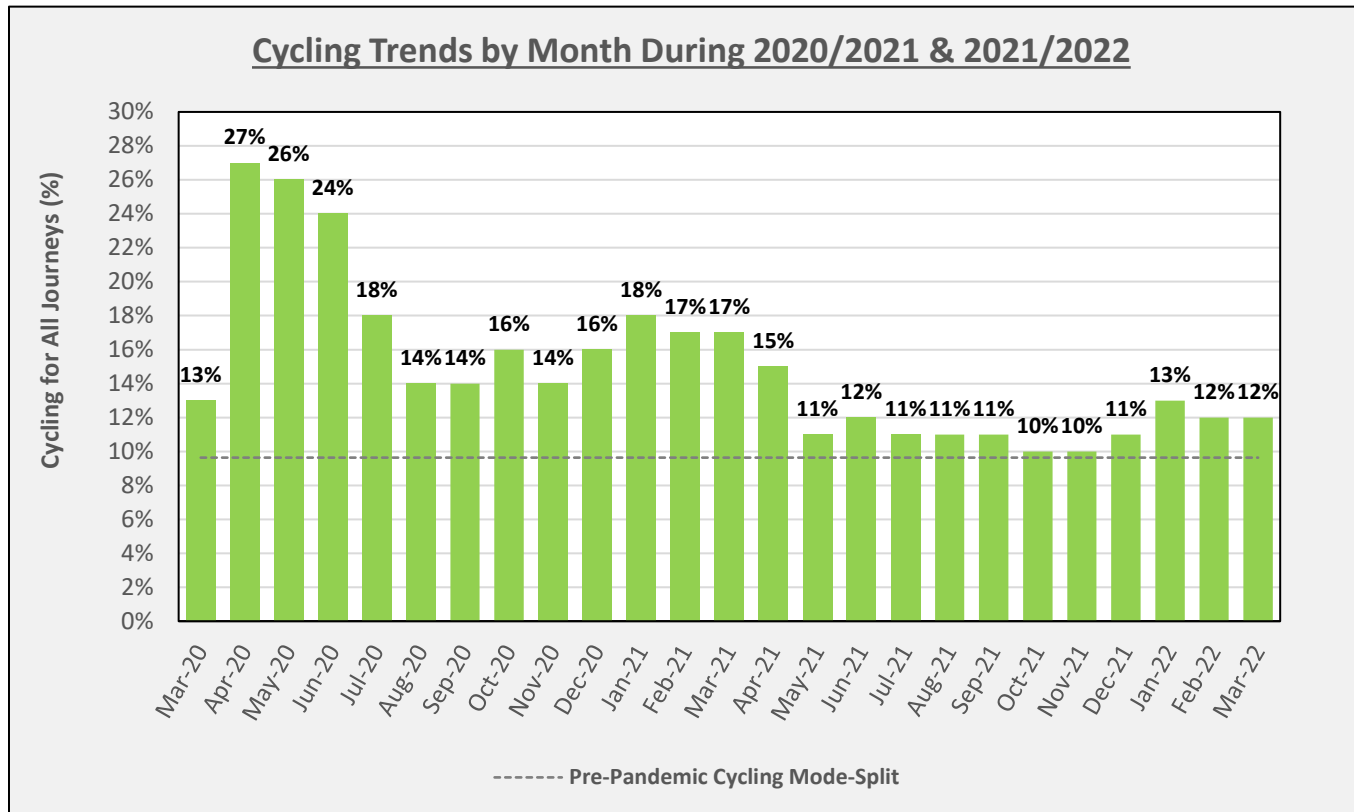
<p>2014 = 10.6%</p> <p>2015 = 10.0% (↓) -0.6%</p> <p>2016 = 11.3% (↑) +1.3%</p> <p>2) Education:</p> <p>2014 = 9.5%</p> <p>2015 = 8.9% (↓) - 0.6%</p> <p>2016 = 9.6% (↑) +0.7%</p> <p>3) Shopping (City Centre):</p> <p>2014 = 5.9%</p> <p>2015 = 5.9% ( ) +0%</p> <p>2016 = 6.6% (↑) +0.7%</p> <p>4) Shopping (Other):</p> <p>2014 = 5.7%</p> <p>2015 = 5.3% (↓) -0.4%</p> <p>2016 = 6.0% (↑) +0.7%</p> <p>5) Leisure:</p> <p>2014 = 10.1%</p> <p>2015 = 9.6% (↓)</p>	<p>2016 = 11.3%</p> <p>2017 = 16.5% (↑) +5.2%</p> <p>2) Education:</p> <p>2016 = 9.6%</p> <p>2017 = 12.8% (↑) +3.2%</p> <p>3) Shopping (City Centre):</p> <p>2016 = 6.6%</p> <p>2017 = 7.8% (↑) +1.2%</p> <p>4) Shopping (Other):</p> <p>2016 = 6.0%</p> <p>2017 = 6.6% (↑) +0.6%</p> <p>5) Leisure:</p> <p>2016 = 10.0%</p>	<p>2017 = 16.5%</p> <p>2018 = 20.3% (↑) +3.7%</p> <p>2) Education:</p> <p>2017 = 12.8%</p> <p>2018 = 14.0% (↑) +1.2%</p> <p>3) Shopping (City Centre):</p> <p>2017 = 7.8%</p> <p>2018 = 12.2% (↑) +4.4%</p> <p>4) Shopping (Other):</p> <p>2017 = 6.6%</p> <p>2018 = 9.7% (↑) +3.1%</p> <p>5) Leisure:</p> <p>2017 = 10.8%</p>	<p>2018 = 20.3%</p> <p>2019 = 18.9% (↓) - 1.4%</p> <p>2) Education:</p> <p>2018 = 14.0%</p> <p>2019 = 15.7% (↑) +1.7%</p> <p>3) Shopping (City Centre):</p> <p>2018 = 12.2%</p> <p>2019 = 10.9% (↓) - 1.3%</p> <p>4) Shopping (Other):</p> <p>2018 = 9.7%</p> <p>2019 = 9.0% (↓) - 0.7%</p> <p>5) Leisure:</p> <p>2018 = 13.9%</p>	<p>1st April 2019 to 16th March 2020 (pre-pandemic average) = 10%</p> <p>1st April 2020 to 31st March 2021 (average during pandemic) = 18% (↑) +8%</p>	<p>1st April 2020 to 31st March 2021 (average during pandemic) = 18% (↑) +8%</p> <p>1st April 2021 to 31st March 2022 (average during pandemic) = 12% (↓) -6%</p>
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-0.5% 2016 = 10.0% (↑) +0.4%	2017 = 10.8% (↑) +0.8%	2018 = 13.9% (↑) +3.1%	2019 = 13.2% (↓) - 0.7%		
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**Analysis**

While the proportion cycling has decreased from last year’s meteoric rise, due to users increasingly returning to travel by public transport, nevertheless cycling levels remain higher than relative to prior to the pandemic, and which has been the case for every month since the pandemic began, as shown in figure 1.16.1 below.

**Figure: 1.16.1**



In considering the above in context, key cycle-related events in the timeline are set out in table 1.16.2 below.

**Figure: 1.16.2**

07/06/2020	Wellfield Road pilot scheme introduced
15/03/2021	Cross City Route & Cross City South pop-up cycleways introduced
21/07/2021	Nextbike rebranding exercise to OVO Bikes (bikes back on-line on 03/03/2021)
26/08/2021	50x E-bikes introduced (later expanded to 140x E-bikes in Cardiff & The Vale)
21/10/2021	Westgate Street bus gate introduced and Castle Street reopening to general traffic
15/11/2021	OVO Bikes suspending due to high incidence of vandalism (reintroduced 13/01/2022)

Further evidence of changes that have occurred in relation to cycling relative to re-pandemic levels are shown in tables 1.16.3 and 1.16.4 below.

**Table: 1.16.3**

Measure	2020/2021	2021/2022
Cycling on North Road	85% (-15%)	123% (+23%)
Cycling on Pont y Werin	136% (+36%)	107% (+7%)
Cycling on Eastern Bay Link	118% (+18)	124% (+24%)
OVO Bikes (Nextbike Rentals)	94% (-6%)	75% (-25%) *
Cycling Trips (Strava Metro)	144% (+44%)	108% (+8%)
Cycling Overall	115% (+15%)	111% (+11%)

\* Figures affected by temporary suspension of scheme, but have since continued to increase

**Table: 1.16.4**

Cardiff Walking & Cycling Index (Bike Life)	2019	2022
Proportion of Residents who Cycle	43%	46% (+3%)
Residents that Cycle At Least Once a Week	22%	23% (+1%)
Cycling Trips per Day	130,000	140,000 (+8%)

<b>Recommendations</b>
No action is required at present. Continue to monitor, and look to reinstate the Annual Transport Survey from 2023 onwards



## **Topic Area: Percentage of People Travelling by Bus**

**Relevant LDP Policies:** KP2, KP6, KP8, T1-T9

**Indicator reference:** OB1 EC17

**Contextual Changes:** The UK entered a national lockdown from the 24th of March 2022 in response to the global COVID-19 pandemic. Even though all remaining restrictions have since been eased as of 27th of May 2022, nevertheless in response to the pandemic many people changed their travel behaviour and continue to either work from home or travel differently to before, including their choice of mode. Welsh Government also set a target in its 'Smarter Working: A Remote Working Strategy for Wales', for 30% of the workforce to be working remotely on a regular basis. Furthermore, Cardiff released its Transport White Paper in January 2020 allied to the One Planet Cardiff, which set out an ambitious 10-year vision to increase sustainable travel (doubling bus use specifically), tackle climate change, reduce congestion and improve air quality. Over the past year and continuing for the foreseeable future, the public have been subject to significant pressures from the increased cost of living (not least rising prices for fuel, food, energy and rising interest rates), this in turn has likely had a significant impact in influencing peoples' travel behaviour. Construction continues to progress on the new Cardiff Transport Interchange/Integrated Hub, with this expected to be fully operational in Summer of 2023. The BES 1 funding package was introduced from July of 2020 to support bus operators. In addition, the Council is also currently developing a Bus Strategy. Other key considerations of note in terms of bus travel are set out within the analysis following. Typically, this indicator is measured on the basis of conducting the Annual Transport Survey, however due to the pandemic this has not been undertaken since 2019, therefore other data sources have been used to monitor and report trends since, hence the difference in how the outturn for 2020/2021 and 2021/2022 are presented below.

<b>Indicator</b>	<b>Target</b>	<b>Trigger</b>
<b>Local</b> Percentage of people travelling by bus (all journeys)	An annual increase of journeys made by bus for each journey purpose:  1) Work = 11.1% (2014) 2) Education = 13% (2014) 3) Shopping (City Centre) = 29.4% (2014) 4) Shopping (Other) = 8.6% (2014)	Failure to achieve an annual increase for each journey purpose for two or more consecutive years

		5) Leisure = 11.2 (2014)			
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
1) Work: 2014 = 11.1% 2015 = 10.7% (↓) - 0.4% 2016 = 10.0% (↓) - 0.7%  2) Education: 2014 = 13.0% 2015 = 11.6% (↓) - 1.4% 2016 = 12.8% (↑) +1.2%  3) Shopping (City Centre): 2014 = 29.4% 2015 = 29.4% ( ) +0% 2016 = 26.7% (↓) - 2.7%  4) Shopping (Other): 2014 = 8.6% 2015 = 8.4% (↓) - 0.2%	1) Work: 2016 = 10.0% 2017 = 9.7% (↓) - 0.3%  2) Education: 2016 = 12.8% 2017 = 10.7% (↓) - 2.1%  3) Shopping (City Centre): 2016 = 26.7% 2017 = 25.3% (↓) - 1.4%  4) Shopping (Other): 2016 = 8.9% 2017 = 7.2% (↓) - 1.7%	1) Work: 2017 = 9.7% 2018 = 10.6% (↑) +0.9%  2) Education: 2017 = 10.7% 2018 = 10.5% (↓) - 0.2%  3) Shopping (City Centre): 2017 = 25.3% 2018 = 23.5% (↓) - 1.8%  4) Shopping (Other): 2017 = 7.2% 2018 = 7.1% (↓) - 0.1%	1) Work: 2018 = 10.6% 2019 = 15.9% (↑) +5.3%  2) Education: 2018 = 10.5% 2019 = 13.4% (↑) +2.9%  3) Shopping (City Centre): 2018 = 23.5% 2019 = 28.8% (↑) +5.3%  4) Shopping (Other): 2018 = 7.1% 2019 = 10.2% (↑) +3.1%	All Journeys by Public Transport (Bus and Rail Combined):  1st April 2019 to 16th March 2020 (pre-pandemic average) = 17%  1st April 2020 to 31st March 2021 (average during pandemic) = 9% (↓) -8%	All Journeys by Public Transport (Bus and Rail Combined):  1st April 2020 to 31st March 2021 (average during pandemic) = 9% (↓) -8%  1st April 2021 to 31st March 2022 (average during pandemic) = 11% (↑) +2%

2016 = 8.9% (↑) +0.5%  5) Leisure: 2014 = 11.2% 2015 = 10.8% (↓) - 0.4% 2016 = 10.5% (↓) - 0.3%	5) Leisure: 2016 = 10.5% 2017 = 10.3% (↓) - 0.2%	5) Leisure: 2017 = 10.3% 2018 = 10.1% (↓) - 0.2%	5) Leisure: 2018 = 10.1% 2019 = 12.9% (↑) +2.8%		
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**Analysis**

While bus use has increased from 2020/2021 as people increasingly feel confidence to return to public transport, and with service frequency returning to those of pre-pandemic levels; bus use remains significantly down relative to 2019 as does public transport overall, as is demonstrated in figure 1.17.1 following.

Nevertheless, the changes in bus use relative to 2019 levels can be seen in table 1.17.2 below.

2020/2021	29% (-71%)
2021/2022	60% (-40%)
May 2022	~80% (-20%)

One important point to state is that while bus use overall has returned to an estimated 80% of pre-pandemic levels (having fallen as low as 10% in April/May of 2020), bus concessionary fares have only returned to around 60% of previous levels. This is not surprising, as these are by definition older and more vulnerable, and as such will take longer to build up the confidence to once again travel by public transport.

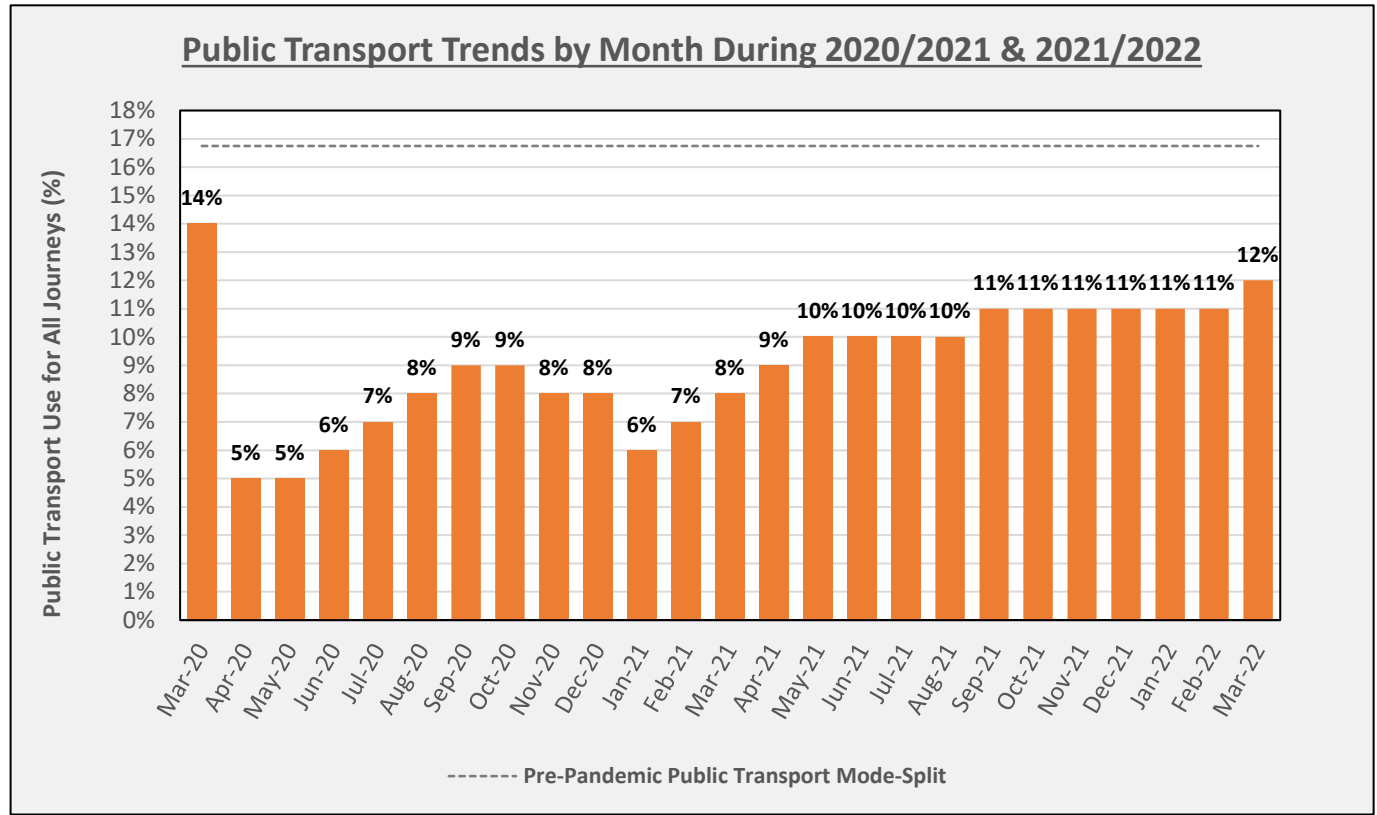
In considering 1.17.1 in context, key bus-related events in the timeline are set out in table 1.17.3 below.

**Figure: 1.17.3**

29/06/2020	'Fflecsi' demand responsive travel introduced (Cardiff North G1)
27/07/2020	Face masks and social distancing mandatory on public transport
29/11/2020	Castle Street reopened to buses

15/07/2021	Intention to develop a Bus Strategy at Cabinet with concept of 'Smart Bus Corridors'
18/10/2021	8-week consultation undertaken on emerging Bus Strategy
21/10/2021	Westgate Street bus gate introduced and Castle Street reopening to general traffic
10/01/2022	Cardiff Bus introduce emergency timetables
04/09/2022	Normal weekday and weekend bus timetables reinstated

Figure: 1.17.1



**Recommendations**

No action is required at present. Continue to monitor, and look to reinstate the Annual Transport Survey from 2023 onwards

## Topic Area: Percentage of People Travelling by Train

**Relevant LDP Policies:** KP2, KP6, KP8, T1-T9

**Indicator reference:** OB1 EC18

**Contextual Changes:** The UK entered a national lockdown from the 24th of March 2022 in response to the global COVID-19 pandemic. Even though all remaining restrictions have since been eased as of 27th of May 2022, nevertheless in response to the pandemic many people changed their travel behaviour and continue to either work from home or travel differently to before, including their choice of mode. Welsh Government also set a target in its 'Smarter Working: A Remote Working Strategy for Wales', for 30% of the workforce to be working remotely on a regular basis. Furthermore, Cardiff released its Transport White Paper in January 2020 allied to the One Planet Cardiff, which set out an ambitious 10-year vision to increase sustainable travel, tackle climate change, reduce congestion and improve air quality. Over the past year and continuing for the foreseeable future, the public have been subject to significant pressures from the increased cost of living (not least rising prices for fuel, food, energy and rising interest rates), this in turn has likely had a significant impact in influencing peoples' travel behaviour. Work started on the South Wales Metro in March 2020, with TfW taking ownership of Aberdare, Merthyr Tydfil, Rhymney, Treherbert, Radyr and City lines. In addition, Transport for Wales Rail Ltd. was set up in February of 2021 as a subsidiary of the TfW Group, to take over the running of the Wales and Borders rail network from KeolisAmey. Most recently, rail has been subject to various industrial action during July and August of 2022. Other key considerations of note in terms of rail travel are set out within the analysis following. Typically, this indicator is measured on the basis of conducting the Annual Transport Survey, however due to the pandemic this has not been undertaken since 2019, therefore other data sources have been used to monitor and report trends since, hence the difference in how the outturn for 2020/2021 and 2021/2022 are presented below.

Indicator	Target	Trigger
<b>Local</b> Percentage of people travelling by train (all journeys)	An annual increase of journeys made by train for each journey purpose:  1) Work = 5.8% (2014) 2) Education = 5.2% (2014) 3) Shopping (City Centre) = 10.6% (2014) 4) Shopping (Other) = 3.8% (2014)	Failure to achieve an annual increase for each journey purpose for two or more consecutive years

		5) Leisure = 8.7% (2014)			
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
1) Work: 2014 = 5.8% 2015 = 6.0% (↑) +0.2% 2016 = 7.6% (↑) +1.6%	1) Work: 2016 = 7.6% 2017 = 6.8% (↓) - 0.8%	1) Work: 2017 = 6.8% 2018 = 6.4% (↓) - 0.4%	1) Work: 2018 = 6.4% 2019 = 6.6% (↑) +0.2%	All Journeys by Public Transport (Bus and Rail Combined):	All Journeys by Public Transport (Bus and Rail Combined):
2) Education: 2014 = 5.2% 2015 = 4.8% (↓) - 0.4% 2016 = 5.6% (↑) +0.8%	2) Education: 2016 = 5.6% 2017 = 5.2% (↓) - 0.4%	2) Education: 2017 = 5.2% 2018 = 4.7% (↓) - 0.5%	2) Education: 2018 = 4.7% 2019 = 6.1% (↑) +1.4%	1st April 2019 to 16th March 2020 (pre-pandemic average) = 17%	1st April 2020 to 31st March 2021 (average during pandemic) = 9% (↓) -8%
3) Shopping (City Centre): 2014 = 10.6% 2015 = 10.1% (↓) - 0.5% 2016 = 11.3% (↑) +1.2%	3) Shopping (City Centre): 2016 = 11.3% 2017 = 11.0% (↓) - 0.3%	3) Shopping (City Centre): 2017 = 11.0% 2018 = 11.3% (↑) +0.2%	3) Shopping (City Centre): 2018 = 11.3% 2019 = 10.5% (↓) - 0.8%	1st April 2020 to 31st March 2021 (average during pandemic) = 9% (↓) -8%	1st April 2021 to 31st March 2022 (average during pandemic) = 11% (↑) +2%
4) Shopping (Other): 2014 = 3.8% 2015 = 3.0% (↓) - 0.8%	4) Shopping (Other): 2016 = 4.4% 2017 = 2.7% (↓) - 1.7%	4) Shopping (Other): 2017 = 2.7% 2018 = 3.2% (↑) +0.5%	4) Shopping (Other): 2018 = 3.2% 2019 = 3.9% (↑) +0.7%		

2016 = 4.4% (↑) +1.4%  5) Leisure: 2014 = 8.7% 2015 = 7.5% (↓) - 0.8% 2016 = 8.8% (↑) +1.3%	5) Leisure: 2016 = 8.8% 2017 = 8.3% (↓) - 0.5%	5) Leisure: 2017 = 8.3% 2018 = 8.5% (↑) +0.3%	5) Leisure: 2018 = 8.5% 2019 = 9.7% (↑) +1.2%	
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**Analysis**

While rail use has increased from 2020/2021 as people increasingly feel confidence to return to public transport, and with service frequency returning to those of pre-pandemic levels; rail use remains down relative to 2019, as is demonstrated in figure 1.18.1 following.

In considering 1.18.1 in context, key rail-related events in the timeline are set out in table 1.18.2 below.

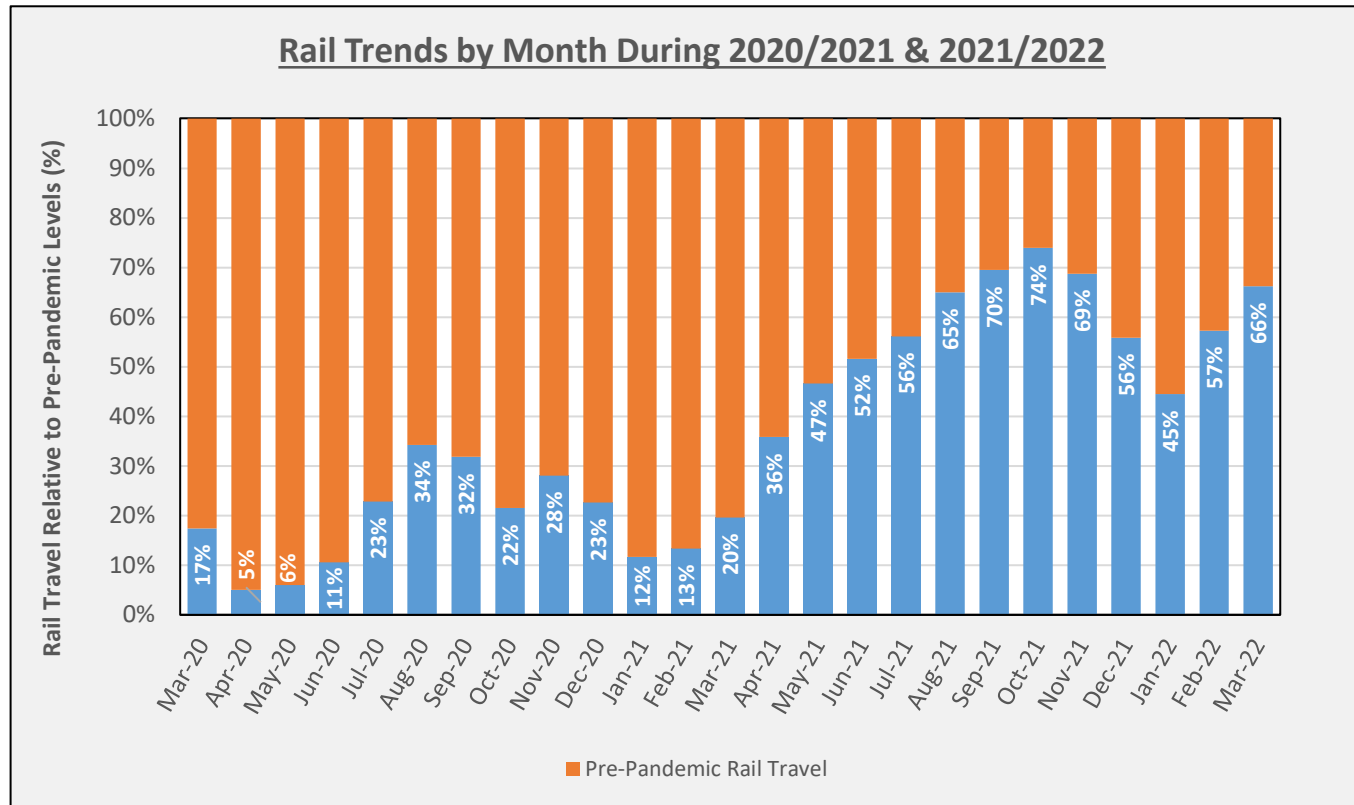
**Figure: 1.18.2**

March 2020	Work begins on South Wales Metro
27/07/2020	Face masks and social distancing mandatory on public transport
February 2021	TfW Rail Ltd. Setup to take over running of Wales & Borders franchise
17/12/2021	TfW Rail introduce emergency timetables
July/August 2022	Rail industrial action

In 2021/2022, overall rail passenger journeys were around 55% of pre-pandemic levels (from an all-time low of only 5% during April/May of 2020), and around 20% in 2020/2021. Subsequently this has risen and is now in excess of 80% or previous levels.



Figure: 1.18.1



**Recommendations**

No action is required at present. Continue to monitor, and look to reinstate the Annual Transport Survey from 2023 onwards

## Topic Area: Improvement in Journey Times by Bus

**Relevant LDP Policies:** KP2, KP6, KP8, T1-T9

**Indicator reference:** OB1 EC19

**Indicator Reference:** OB1 EC19

**Contextual Changes:** The UK entered a national lockdown from the 24th of March 2022 in response to the global COVID-19 pandemic. Even though all remaining restrictions have since been eased as of 27th of May 2022, nevertheless in response to the pandemic many people changed their travel behaviour and continue to either work from home or travel differently to before, including their choice of mode. Welsh Government also set a target in its 'Smarter Working: A Remote Working Strategy for Wales', for 30% of the workforce to be working remotely on a regular basis. Furthermore, Cardiff released its Transport White Paper in January 2020 allied to the One Planet Cardiff, which set out an ambitious 10-year vision to increase sustainable travel (doubling bus use specifically), tackle climate change, reduce congestion and improve air quality. Over the past year and continuing for the foreseeable future, the public have been subject to significant pressures from the increased cost of living (not least rising prices for fuel, food, energy and rising interest rates), this in turn has likely had a significant impact in influencing peoples' travel behaviour. Construction continues to progress on the new Cardiff Transport Interchange/Integrated Hub, with this expected to be fully operational in Summer of 2023. The BES 1 funding package was introduced from July of 2020 to support bus operators. In addition, the Council is also currently developing a Bus Strategy. Other key considerations of note in terms of bus travel are set out within OB1 EC17. Due to differences in monitoring methodology over the course of the pandemic, there are changes in the way this indicator is reported this year from 2020/2021 and previous years.

Indicator	Target	Trigger
<b>Local</b> Improvement in journey times by bus	An annual 1 percent improvement in journey times for key corridors (North West Corridor, North East Corridor, Eastern Corridor and Southern Corridor) from adoption of the Local Development Plan	Failure to achieve an annual improvement in bus journey times of 1% for two or more consecutive years

Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Public Satisfaction Regarding Bus Journey Times (Transportation Survey):  2015 = 59.8% 2016 = 62.6% (↑) +2.7%	Public Satisfaction Regarding Bus Journey Times (Transportation Survey):  2016 = 62.6% 2017 = 52.1% (↓) -10.5%	Public Satisfaction Regarding Bus Journey Times (Transportation Survey):  2017 = 52.1% 2018 = 54.7% (↑) +2.6%	Public Satisfaction Regarding Bus Journey Times (Transportation Survey):  2018 = 54.7% 2019 = 41.3% (↓) -13.4%	Average Traffic Journey Times in 2020/2021 relative to those in 2019/2020 (as a proxy for Bus Journey Times) = 73% (↑)  Peak Congestion Levels in 2020/2021 relative to those in 2019/2020 (as a proxy for Bus Journey Times) = 44% (↑)	Peak Congestion Levels (Source: Tom Tom) in 2021/2022 relative to those in 2020/2021 (as a proxy for Bus Journey Times) = 0% ( )  Inner City Last Mile Speed (Source: INRIX): 2019 = 9 mph 2020 = 15mph 2021 = 15mph 0% ( )

### Analysis

As a proxy for bus journey times, the level of congestion which occurs during peak periods as well as the inner-city last mile speed, have not changed from 2020/2021.

However, congestion/delays for the day as a whole have increased from 2020/2021, as indicated in table 1.19.1 below.

**Figure: 1.19.1**

	Overall Congestion (Tom Tom)	Hours Lost in Congestion (INRIX)
2019	30%	143
2020	21%	34
2021	24%	55

The above is in response to traffic levels overall being a third higher in 2021/2022 when compared with 2020/2021.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Improvement in Bus Journey Time Reliability

**Relevant LDP Policies:** KP2, KP6, KP8, T1-T9

**Indicator reference:** OB1 EC20

**Contextual Changes:** The UK entered a national lockdown from the 24th of March 2022 in response to the global COVID-19 pandemic. Even though all remaining restrictions have since been eased as of 27th of May 2022, nevertheless in response to the pandemic many people changed their travel behaviour and continue to either work from home or travel differently to before, including their choice of mode. Welsh Government also set a target in its 'Smarter Working: A Remote Working Strategy for Wales', for 30% of the workforce to be working remotely on a regular basis. Furthermore, Cardiff released its Transport White Paper in January 2020 allied to the One Planet Cardiff, which set out an ambitious 10-year vision to increase sustainable travel (doubling bus use specifically), tackle climate change, reduce congestion and improve air quality. Over the past year and continuing for the foreseeable future, the public have been subject to significant pressures from the increased cost of living (not least rising prices for fuel, food, energy and rising interest rates), this in turn has likely had a significant impact in influencing peoples' travel behaviour. Construction continues to progress on the new Cardiff Transport Interchange/Integrated Hub, with this expected to be fully operational in Summer of 2023. The BES 1 funding package was introduced from July of 2020 to support bus operators. In addition, the Council is also currently developing a Bus Strategy. Other key considerations of note in terms of bus travel are set out within OB1 EC17. Due to differences in monitoring methodology over the course of the pandemic, there are changes in the way this indicator is reported this year from 2020/2021 and previous years.

Indicator		Target		Trigger	
<b>Local</b> Improvement in bus journey time reliability		An annual 1 percent improvement in journey time reliability for key corridors (North West Corridor, North East Corridor, Eastern Corridor and Southern Corridor) from adoption of the Local Development Plan		Failure to achieve an annual improvement in bus journey time reliability of 1% for two or more consecutive years	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>

<p>Public Satisfaction Regarding Bus Journey Time Reliability (Transportation Survey):</p> <p>2015 = 50.4% 2016 = 55.2% (↑) +4.8%</p>	<p>Public Satisfaction Regarding Bus Journey Time Reliability (Transportation Survey):</p> <p>2016 = 55.2% 2017 = 43.9% (↓) -11.3%</p>	<p>Public Satisfaction Regarding Bus Journey Time Reliability (Transportation Survey):</p> <p>2017 = 43.9% 2018 = 46.7% (↑) +2.8%</p>	<p>Public Satisfaction Regarding Bus Journey Time Reliability (Transportation Survey):</p> <p>2018 = 46.7% 2019 = 30.8% (↓) -15.9%</p>	<p>Average Traffic Journey Time Reliability in 2020/2021 relative to those in 2019/2020 (as a proxy for Bus Journey Time Reliability) = +34% (↑)</p> <p>Peak Congestion Levels in 2020/2021 relative to those in 2019/2020 (as a proxy for Bus Journey Time Reliability) = 44% (↑)</p>	<p>Peak Congestion Levels (Source: Tom Tom) in 2021/2022 relative to those in 2020/2021 (as a proxy for Bus Journey Times) = 0% ( )</p> <p>Inner City Last Mile Speed (Source: INRIX): 2019 = 9 mph 2020 = 15mph 2021 = 15mph 0% ( )</p>
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**Analysis**

As a proxy for bus journey times, the level of congestion which occurs during peak periods as well as the inner-city last mile speed, have not changed from 2020/2021.

However, bus journey time reliability in general appears to have increased from 2020/2021, as indicated in table 1.20.1 below.

**Figure: 1.20.1**

	Complaints of Service Reliability (Passenger Focus)	Punctuality of Services (Bus Users Annual Report)
2019	100	-
2020	7	87%
2021	39	75%

The above is unsurprising given traffic levels overall being a third higher in 2021/2022 when compared with 2020/2021.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Delivery of Regional Transport Hub

**Relevant LDP Policies:** KP2, KP6, KP8, T4

**Indicator reference:** OB1 EC21

**Contextual Changes:** The UK entered a national lockdown from the 24th of March 2022 in response to the global COVID-19 pandemic. Even though all remaining restrictions have since been eased as of 27th of May 2022, nevertheless in response to the pandemic many people changed their travel behaviour and continue to either work from home or travel differently to before, including their choice of mode. Welsh Government also set a target in its 'Smarter Working: A Remote Working Strategy for Wales', for 30% of the workforce to be working remotely on a regular basis. Furthermore, Cardiff released its Transport White Paper in January 2020 allied to the One Planet Cardiff, which set out an ambitious 10-year vision to increase sustainable travel (doubling bus use specifically), tackle climate change, reduce congestion and improve air quality. Over the past year and continuing for the foreseeable future, the public have been subject to significant pressures from the increased cost of living (not least rising prices for fuel, food, energy and rising interest rates), this in turn has likely had a significant impact in influencing peoples' travel behaviour. Construction continues to progress on the new Cardiff Transport Interchange/Integrated Hub, with this expected to be fully operational in Summer of 2023. The BES 1 funding package was introduced from July of 2020 to support bus operators. In addition, the Council is also currently developing a Bus Strategy. Other key considerations of note in terms of bus travel are set out within OB1 EC17.

Indicator		Target		Trigger	
<b>Local</b> Delivery of a regional transport hub		A regional transport hub will be delivered by 2018		Failure to deliver a regional transport hub by 2018	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Redevelopment of Central Square ongoing. Planning approval for the new hub granted March 2017.	The council is committed to the delivery of the new hub, working in partnership with Welsh Government/TfW,	The Council is committed to facilitate delivery of the Transport Interchange, together with its ancillary uses and	The Council is committed to facilitate delivery of the Transport Interchange. Completion of this is currently	Construction began in December of 2019, and the Transport Interchange is currently anticipated to be	Construction is on-going, with anticipated completion by early 2023, and to be fully operational by Summer of 2023.



	Network Rail and developer Right Acres, as part of the Metro Delivery Partnership (MDP).	associated infrastructure. Completion of the interchange is currently anticipated to be 2023, although the bus station itself may become operational prior to this in 2021/2022.	anticipated in Quarter 4 of 2022, and is projected to be operation by around spring of 2023.	fully operational in 2023.	
<b>Analysis</b>					
<p>The new Integrated Transport Hub/Bus Interchange forms part of the wider Central Square redevelopment, which includes the new BBC Cymru Wales HQ catering for 1,200 staff.</p> <p>Responsibility over delivery and operational duties for the interchange lies with Welsh Government and Transport for Wales (TFW), working in partnership with developers Rightacres and Legal &amp; General. The fit out of the interchange is an £8.2m project funded by Welsh Government.</p> <p>Construction of the interchange by ISG began in December of 2019, and although construction was temporarily suspended during lockdown, works recommenced in June of 2020, and have continued to make good progress since, remaining on target to achieve completion by early 2023, followed by fit-out, to fully operational in Summer of 2023.</p> <p>The main application for the development (ref: 18/01705/MJR) was submitted in July 2018. However a subsequent application for variation of conditions (ref: 19/02140/ MJR) was later received, and granted in July of 2019, and most recently in March of 2021 (21/00369/MJR).</p> <p>The current proposals for the new interchange are as follows –</p> <ul style="list-style-type: none"> <li>• 14 bus bays based on a drive-in-reverse-out (DIRO) arrangement;</li> </ul>					

- Significant secure cycling parking provision;
- Circa 250 space private car par (located immediately above the interchange);
- Ground floor concourse comprising ancillary retail units (A1, A2 and A3 use classes);
- 318 private rented residential apartments (PRS) (use class C3);
- 14,000sqm office block (use class B1);
- Public toilets and drinking fountains;
- Various public realm and highway improvement works.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Delivery of Sustainable Transportation Infrastructure

**Relevant LDP Policies:** KP2, KP6, KP8, T4

**Indicator reference:** OB1 EC22

**Contextual Changes:** Lack of available funding and suitable developer contributions, continue to be significant constraints to the delivery of LTP schemes, and in securing the sustainable infrastructure necessary to support modal shift and the delivery of the Master-planning principles set out in the LDP. Since being originally defined within the LTP, previously named strategic cycle route, walkable network programme (WNP), and Integrated Network Map (INM) schemes, have since been superseded and as a result reclassified below according to the Active Travel Network Map, or as part of one of Cardiff's five proposed Cycleways. Due to the pandemic, in some instances efforts have been refocused from existing or programmed schemes to around aiding post-Covid recovery, with schemes such as at Wellfield Road, Castle Street, the Cross-City Route and Cross-City South pop-up cycleways, initiatives in Grangetown etc.

Indicator		Target		Trigger	
<b>Local</b> Delivery of new sustainable transportation infrastructure including: Rapid Bus Corridors, Cycle Network, Transport Hubs and LTP schemes to mitigate development impacts and support modal shift.		To prepare & implement a range of sustainable transport schemes including schemes identified in the Cardiff LTP which support modal shift and the delivery of the Master-planning principles set out in the LDP		Failure to deliver projects identified in LTP timeframes and/or failure to deliver sustainable key principles as referenced in OB4 SN12	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
ALL Schemes:  Completed = 3 (9%) On-going = 15 (47%)	ALL Schemes:  Completed = 9 (17%) On-going = 27 (52%)	ALL Schemes:  Completed = 12 (20%) On-going = 32 (53%)	ALL Schemes:  Completed = 15 (23%) On-going = 35 (55%)	ALL Schemes:  Completed = 16 (22%) On-going = 44 (60%)	ALL Schemes:  Completed = 18 (26%) On-going = 38 (54%)

<p>On-hold = 14 (44%) TOTAL = 32</p> <p>Completed/On-going = 18 (56%)</p>	<p>On-hold = 16 (31%) TOTAL = 52</p> <p>Completed/On-going = 36 (69%)</p>	<p>On-hold = 16 (27%) TOTAL = 60</p> <p>Completed/On-going = 42 (70%)</p>	<p>On-hold = 14 (22%) TOTAL = 64</p> <p>Completed/On-going = 50 (78%)</p>	<p>On-hold = 13 (18%) TOTAL = 73</p> <p>Completed/On-going = 60 (82%)</p>	<p>On-hold = 14 (14%) TOTAL = 70</p> <p>Completed/On-going = 56 (80%)</p> <p>Major Multi-Modal Schemes Completed/On-going = 8 (89%)</p> <p>Active Travel Schemes Completed/On-going = 25 (78%)</p> <p>Public Transport Schemes Completed/On-going = 23 (79%)</p>
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**Analysis**

While the overall proportion of schemes that were completed/on-going were slightly less in 2021/2022 than in 2020/2021, nevertheless the Council has continued to make good progress against these, often in the face of significant time and resource constraints, and many different competing pressures.

Progress against LTP and LDP identified sustainable transport infrastructure schemes for the period 2015–2021/2022, are summarised below –

**Major Multi-Modal Schemes:**

<b>Timeframe:</b>	<b>Scheme:</b>	<b>Status:</b>	<b>Commentary:</b>
2015-2017	Strategic Junction Improvements: Newport Road / West Grove [LDP]	COMPLETED	Phase 1: East Grove/Howard Place = completed 05/05/16; Phase 2a: West Grove/The Parade = completed 25/08/16; Phase 2b: Newport Road/West Grove = completed 14/03/17; Phase 3: Newport Road/Fitzalan Road = completed 22/11/17
2015-2017	Strategic Cycle & Bus Corridor Improvements: Route 6 - Cowbridge Rd East/West & Ely Bridge Roundabout	COMPLETED	Cowbridge Road East Toucan completed in 2016; Ely River Bridge completed in 2017; Traffic gate on A48 Western Avenue southbound approach to Ely Roundabout installed in 2017
2016-2030	City Centre Improvements: Bus Lanes, Bus Gates, Bus Priority & Junction Improvements [LDP]	On-going	"Central Square: on site, progressing and due for completion in September 2022
2015-2030	Eastern Corridor Improvements: incl. Eastern Bay Link Phase 2 [Wales Transport Strategy/LDP]	On-going	WelTAG Stage 1 completed
2015-2026	Transport Interchange Schemes: Cardiff Parkway [LDP]	On-going	c650-space rail P&R being progressed as part of SSH

2016-2023	Transport Interchange Schemes: Cardiff Transport Interchange [LDP]	On-going	Delivery and operational duties now passed over to Welsh Government and TFW, construction commenced late 2019, estimated opening date Summer 2023
2017-2025	Transport Interchange Schemes: Cardiff West Hub (Waun-Gron Interchange) & related strategic bus improvements	On-going	Housing taking forward Interchange scheme as part of integrated development of site. Planning Applications approved for interchange and retaining wall. Final design of retaining wall to be confirmed with TfW's designers.
2017-2025	Transport Interchange Schemes: Strategic Park & Ride N of J33 [LDP]	On-going	1,000-space P&R to be delivered as part of SSD
2018-2030	Transport Interchange Schemes: UHW Hub	On-hold	Planning approval received. UHW revisiting design, no funding agreed.

#### Active Travel Schemes:

Timeframe:	Scheme:	Status:	Commentary:
2015-2016	Integrated Network Map: Pedestrian Improvements - Llanrumney, St Mellos and Ely & Caerau (Phase 1)	COMPLETED	Phase 1 completed in 2015/2016; Phase 2 completed in 2016/2017; Phase 3 completed in 2017/2018
2016-2017	Integrated Network Map: Pedestrian Improvements -	COMPLETED	Phase 1 schemes completed

	Splott (Phase 1), Grangetown & Llandaff North		
2018-2019	Integrated Network Map: Pedestrian Improvements - St Mellons, Ely, Caerau & Splott (Phase 2)	COMPLETED	WNP/SRIC schemes completed
2017-2020	Integrated Network Map: Route 42 River Ely (New bridge over River Ely and associated path improvements either side) (Enfys)	COMPLETED	Ely River Bridge completed in 2017
2015-2016	Integrated Network Map: Route 5 - Penarth Road Corridor - Phase 2	COMPLETED	Scheme completed in 2015
2015-2016	Integrated Network Map: Route 50 - Wood St-Leckwith Rd	COMPLETED	Scheme completed in 2015
2017-2020	Integrated Network Map: Route 80 - Excelsior Road, Taff Trail	COMPLETED	Scheme completed August 2020
2017-2018	Integrated Network Map: Route 9 [45A] - North Road between Gabalfa & St Georges Rd	COMPLETED	Scheme completed in 2018
2017-2030	Active Travel Network Map: Footbridge over Western Av with Gabalfa Int.	On-hold	On-hold
2017-2030	Active Travel Network Map: Pantbach Road	On-hold	On-hold
2017-2030	Active Travel Network Map: Pedestrian Improvements -	On-hold	On-hold

	Llanishen & Pentwyn (Phase 1)		
2017-2030	Active Travel Network Map: Pedestrian Improvements - Llanrumney (Phase 2)	On-hold	On-hold
2019-2030	Active Travel Network Map: WNP Grangetown, Llanishen and Llandaff North (Phase 2) (Improvements in pedestrian facilities and environment surrounding Hubs and Neighbourhood Centres.)	On-hold	On-hold
2020-2030	Active Travel Network Map: WNP Phase 2 Pentwyn and Phase 3 Ely & Caerau, Splott, Grangetown, Llandaff North, Llanishen and Pentwyn	On-hold	On-hold
2018-2030	City Centre Schemes, Pop-up Cycleways, Permanent Cycleways and the Cycle Parking Study and Strategy	On-going	On-going
2015-2030	Cycleway 1: North Cardiff Community Route - Phase 4	On-going	On-going
2018-2030	Cycleway 1: Phase 1 - City Centre to UHW Heath	On-going	Phase 2 on site September 2021, scheduled opening Summer 2022
2018-2030	Cycleway 2 City Centre to St Mellons Business Park	On-going	Phase 1 has gone in as a pop up, the remainder of the route is currently part of the East-West Cross City Sustainable Transport Corridor and is in design and testing



2016-2030	Cycleway 3: Bute Dock Footway Shared Use	On-going	On-going
2016-2030	Cycleway 3: Bute East Dock-Hemingway Rd	On-going	On-going
2018-2030	Cycleway 3: City Centre to Cardiff Bay	On-going	Tyndall Street section has been installed as a pop up. The permanent scheme is on hold and under review pending outcome of future developments in the area
2016-2030	Cycleway 3: Sanquahar/Windsor Rd	On-going	New crossing implemented 2018/19
2018-2030	Cycleway 4: City Centre to Llandaff, Danescourt & NW Cardiff	On-going	Phase 1 construction completed. Phase 2 consultation complete (Stage 1), currently in design
2019-2030	Cycleway 4: Llantrisant Road between Bridge Street and Danescourt Way (Provide cycle lanes and reduce build-out widths. Provide off road cycle track on one side)	On-going	On-going, feasibility of route alignment currently ongoing
2018-2030	Cycleway 5: City Centre to Riverside, Ely & Caerau	On-going	Phase 1 has gone in as a pop up, phase 2 is in concept / detailed design stage
2017-2030	Cycleway 5: Cowbridge Rd West/Vincent Rd	On-going	On-going
2017-2030	Cycleway 5: Grand Avenue	On-going	On-going
2020-2030	Road Safety Programme: Road Safety Education - Provide road safety education and support revenue	On-going	On-going programme

	spending of the Road Safety Grant Revenue		
2020-2030	Road Safety Programme: Road Safety Grant Revenue - Deliver Road Safety programme in accordance with the Road Safety Grant	On-going	On-going programme
2020-2030	Road Safety Programme: Road Safety Schemes - Annual Pre-delivery and scheme implementation programme	On-going	On-going programme
2020-2030	Road Safety Programme: School Crossing Patrol Service - Improve pedestrian safety when crossing the road on school trips	On-going	On-going programme
2020-2030	Strategic Cycle Network (Enfys) - City Centre Hub: Queen Street	On-hold	Being progressed as part of major city centre projects including Canal Quarter and Westgate Street improvements along with work on permanent cycleway solutions for Cycleway 5, Castle Street and Cycleway 2.

**Public Transport Schemes:**

<b>Timeframe:</b>	<b>Scheme:</b>	<b>Status:</b>	<b>Commentary:</b>
2016-2017	Strategic Bus Improvement Schemes: North East Bus Corridor - A469 Phase 2 -	COMPLETED	Delivered in 2016/2017

	Birchgrove Road to Maes-y-Coed Road		
2015-2022	Strategic Bus Improvement Schemes: North East Bus Corridor - A470 – Caedelyn Road to Ty'n-y-Parc Road	COMPLETED	Completed in 2022; junctions being considered as part of SMART Corridors' A470 'Living Lab'
2015-2016	Strategic Bus Improvement Schemes: North East Bus Corridor - A470 – Keysham Road to Birchgrove Road	COMPLETED	Delivered Q4 2016-2017
2016-2020	Strategic Rail Improvement Schemes: Electrification of South Wales Great Western Mainline (TfW) [LDP]	COMPLETED	Completed December 2019. Fully electrified services now operating following electrification of Severn Tunnel
2016-2017	Strategic Rail Improvement Schemes: Metro Station Improvements Plan (MSIP) - Llandaf Station (TfW) [LDP]	COMPLETED	Works completed in 2017
2016-2017	Strategic Rail Improvement Schemes: Metro Station Improvements Plan (MSIP) - Radyr Station (TfW) [LDP]	COMPLETED	Works completed in 2017
2015-2017	Strategic Rail Improvement Schemes: New Platform & Building Entrance at Cardiff Central Station (Network Rail) [LDP]	COMPLETED	Opened in January 2017
2015-2017	Strategic Rail Improvement Schemes: New Platform & Building Entrance at Cardiff	COMPLETED	Works completed in 2015

	Queen Street Station (Network Rail) [LDP]		
2020-2030	Strategic Bus Improvement Schemes: Bus Programme – Strategic Bus Network: Annual Pre-delivery and scheme implementation programme [LDP/Metro]	On-going	On-going
2017-2026	Strategic Bus Improvement Schemes: Eastern Bus Corridor - A48 Eastern Avenue Bus Lane Improvements Between Pentwyn Int. & Pontprennau Int. [LDP]	On-going	Being considered as part of multi-modal Eastern Corridor Study
2015-2026	Strategic Bus Improvement Schemes: North East Bus Corridor - A469 Phase 1 - St Georges Road to Birchgrove Road [LDP]	On-hold	On-hold subject to funding
2016-2026	Strategic Bus Improvement Schemes: North East Bus Corridor - A469 Phase 3 - North of Maes-y-Coed Road [LDP]	On-going	Concept designs under consideration
2016-2026	Strategic Bus Improvement Schemes: North East Bus Corridor - A470 - Gabalfa/Heath Hospital to City Centre [LDP]	On-hold	Not currently actively under consideration
2017-2026	Strategic Bus Improvement Schemes: North East Bus	On-going	Options identified, awaiting planning application. On

	Corridor - Bus Lane & Priority Improvements around NE Cardiff [LDP]		going discussions with developer regarding mitigations
2018-2030	Strategic Bus Improvement Schemes: North West Bus Corridor - A4119 Capel Llanilltern	On-hold	On hold
2017-2026	Strategic Bus Improvement Schemes: North West Bus Corridor - A4119 Llantrisant Road - Phase 2 [LDP]	On-going	Phase 2A completed in 2017; Phase 2B & 2C completed in June 2018; Phase 2D (Pen-Hill) anticipated on-site in Q3 2022/2023
2016-2026	Strategic Bus Improvement Schemes: Part-time Bus Lanes on Strategic Routes [LDP]	On-hold	Has not yet been required but may be needed where there is conflict with parking requirements
2019-2030	Strategic Bus Improvement Schemes: Priority Narrowings & Bus Borders	On-hold	On hold
2019-2030	Strategic Bus Improvement Schemes: Real-Time Passenger Information	On-going	On-going. Funding received for 2022/23 for first phase of display renewal
2017-2026	Strategic Bus Improvement Schemes: Southern Bus Corridor - Cardiff Bay Barrage Link (Vale of Glamorgan) [LDP]	On-hold	Structural surveys completed; consultation completed; Penarth Hedlands Link on hold, Barrage Link on hold
2020-2030	Strategic Rail Improvement Schemes: Cardiff Capital Region Metro programme: Delivery in line with WG Strategic Metro programme	On-going	Responsibility for delivery transferred to TfW as part of the Metro

2019-2030	Strategic Rail Improvement Schemes: City Centre to Cardiff Bay - New Rail Station in the vicinity of proposed Cardiff Arena	On-going	Responsibility for delivery transferred to TfW as part of the Metro
2019-2030	Strategic Rail Improvement Schemes: City Centre to Cardiff Bay (Phase 1 – conversion of existing single track to tram) (TfW) [LDP]	On-going	Responsibility for delivery transferred to TfW as part of the Metro
2019-2030	Strategic Rail Improvement Schemes: City Centre to Cardiff Bay (Phase 2 – twin track and link via Callaghan Square to Central Station) (TfW) [LDP]	On-going	Responsibility for delivery transferred to TfW as part of the Metro
2019-2030	Strategic Rail Improvement Schemes: City Centre to Cardiff Bay (Phase 3 – Remove Herbert Street bridge and realign tracks to be at grade) (TfW) [LDP]	On-going	Responsibility for delivery transferred to TfW as part of the Metro
2016-2024	Strategic Rail Improvement Schemes: Electrification of Core Valleys Lines (TfW) [LDP]	On-going	Responsibility for delivery transferred to TfW as part of the Metro
2018-2033	Strategic Rail Improvement Schemes: Metro Rail Strategy Delivery Programme [LDP]	On-going	Discussions on programme currently taking place with TfW
2019-2030	Strategic Rail Improvement Schemes: Pontyclun to Cardiff (New rapid transit link	On-going	Responsibility for delivery transferred to TfW as part of the Metro

	to connect Pontyclun with Cardiff via strategic sites serving major new development) (TfW) [LDP]		
2015-2026	Strategic Rail Improvement Schemes: Rail Station Access, Signage & Information Improvements (TfW) [LDP]	On-going	Responsibility for delivery with TfW as part of the Metro. CC working with TfW to identify improvements.
<b>Recommendations</b>			
No action is required at present. Continue to monitor.			

## Topic Area: Central Shopping Area Protect Frontages SPG

Relevant LDP Policies: R3

Indicator reference: OB1 EC23

**Contextual Changes:** There have been no significant changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Central Shopping Area Protected Frontages SPG				Failure to adopt SPG within 12 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Central Shopping Area Protected Frontages SPG is due to be issued for public consultation in March 2018.	It is proposed not to progress a Central Shopping Area Protected Shopping Frontages SPG at this time. Refer to Analysis (below).	It is proposed not to progress a Central Shopping Area Protected Shopping Frontages SPG at this time. Refer to Analysis (below).	It is proposed not to progress a Central Shopping Area Protected Shopping Frontages SPG at this time. Refer to Analysis (below).	It is proposed not to progress a Central Shopping Area Protected Shopping Frontages SPG at this time. Refer to Analysis (below).	It is proposed not to progress a Central Shopping Area Protected Shopping Frontages SPG at this time. Refer to Analysis (below).
<b>Analysis</b>					
<p>The number of Class A1 (Shop) uses within Protected Shopping Frontages is monitored as part of the Performance AMR (Indicator OB1 EC11). The results of this year's survey shows that the number of frontages with 50% or more Class A1 uses remains strong at 96.3%, when measured against this indicator.</p> <p>Taking into consideration the level of detail and assessment criteria identified through LDP Policies R2 (Development in the Central Shopping Area) and R3 (Protected Shopping Frontages), in addition to further guidance that has been provided through the adopted Food, Drink and Leisure Uses SPG, it is not considered necessary to produce supplementary planning guidance relating specifically to Protected Shopping Frontages at this time.</p>					



This position will be reviewed annually to monitor if any significant contextual changes occur in the future.

**Recommendations**

- To not to progress a Central Shopping Area Protected Shopping Frontages SPG at this time.
- To monitor Performance AMR 'OB1 EC11', to identify any significant contextual changes to Central Shopping Area Protected Shopping Frontages during the monitoring period.

## **Topic Area: Shop Fronts and Signs Guidance SPG**

**Relevant LDP Policies:** KP5

**Indicator reference:** OB1 EC24

**Contextual Changes:** There have been no significant changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Shop Fronts and Signs Guidance SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Shop Fronts and Signs Guidance SPG is due to be issued for public consultation in November 2017	A draft of the Shop Fronts and Signs SPG has been prepared and is currently being reviewed / finalised internally prior to being issued for public consultation.	The Shopfront Design and Signage SPG was approved by Council on 20 <sup>th</sup> June 2019.	The Shopfront Design and Signage SPG was approved by Council on 20 <sup>th</sup> June 2019.	The Shopfront Design and Signage SPG was approved by Council on 20 <sup>th</sup> June 2019	The Shopfront Design and Signage SPG was approved by Council on 20 <sup>th</sup> June 2019
<b>Analysis</b>					
The Shopfront Design and Signage SPG was approved by Council on 20 <sup>th</sup> June 2019.					
<b>Recommendations</b>					
No action is required.					

## Topic Area: Protection of Employment Land and Premises SPG

Relevant LDP Policies: EC1, EC3

Indicator reference: OB1 EC25

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target			Trigger	
<b>LOCAL</b> Protection of Employment Land and Premises for Business and Industry and Warehousing SPG					Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>	
The Protection of Employment Land and Premises for Business and Industry and Warehousing SPG was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Protection of Employment Land for Business and Industry SPG was approved in November 2017	The Protection of Employment Land for Business and Industry SPG was approved in November 2017	The Protection of Employment Land for Business and Industry SPG was approved in November 2017	The Protection of Employment Land for Business and Industry SPG was approved in November 2017	The Protection of Employment Land for Business and Industry SPG was approved in November 2017	

**Analysis**

The SPG was approved by Council on 30<sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.

**Recommendations**

No action is required.

## Objective 2 – To respond to evidenced social needs

### Topic Area: Trajectory of Housing Delivery

Relevant LDP Policies: KP1

Indicator reference: OB2 SO1 (New)

**Contextual Change:** This is a new indicator, which is required by updated Welsh Government Development Plans Manual Edition 3: Table 21A and Diagram 16B in relation to trajectory of housing delivery and replaces the previous housing land supply indicator.

Indicators
Table 21A & Diagram 16B (see following pages)
Analysis
<p>These indicators compare the Annual Average Requirement set out in the LDP with the number of actual completions that have taken place.</p> <p>The latest monitoring figures show that there is an annual shortfall of -55.8% against the Annual Average Requirement in the LDP in 2021/22. In this year completions are 1,156 below what was anticipated i.e., 2,071 AAR (black line) vs 915 actual completions (maroon line). The cumulative required build rate from the start of the plan period to 1st April 2022, was 33,132 units. Actual completions for this same period have been 19,642 units, representing a 13,490 unit shortfall in housing delivery of the plan period to date (-40.7%).</p> <p>As progress continues being made with construction of the strategic housing sites it is anticipated that completion rates will increase over the remaining four years of the plan period as set out in the table and diagram below.</p> <p>It should be noted that due to the Covid-19 Pandemic which began in early 2020, no housing monitoring survey was undertaken at the end of March 2020. However, due to Covid restrictions being lifted, a housing monitoring survey was carried out between April and May 2021. Therefore, the actual completions figure presented for 1st April 2020 to 31st March 2021 is based on an average of the two year total.</p>

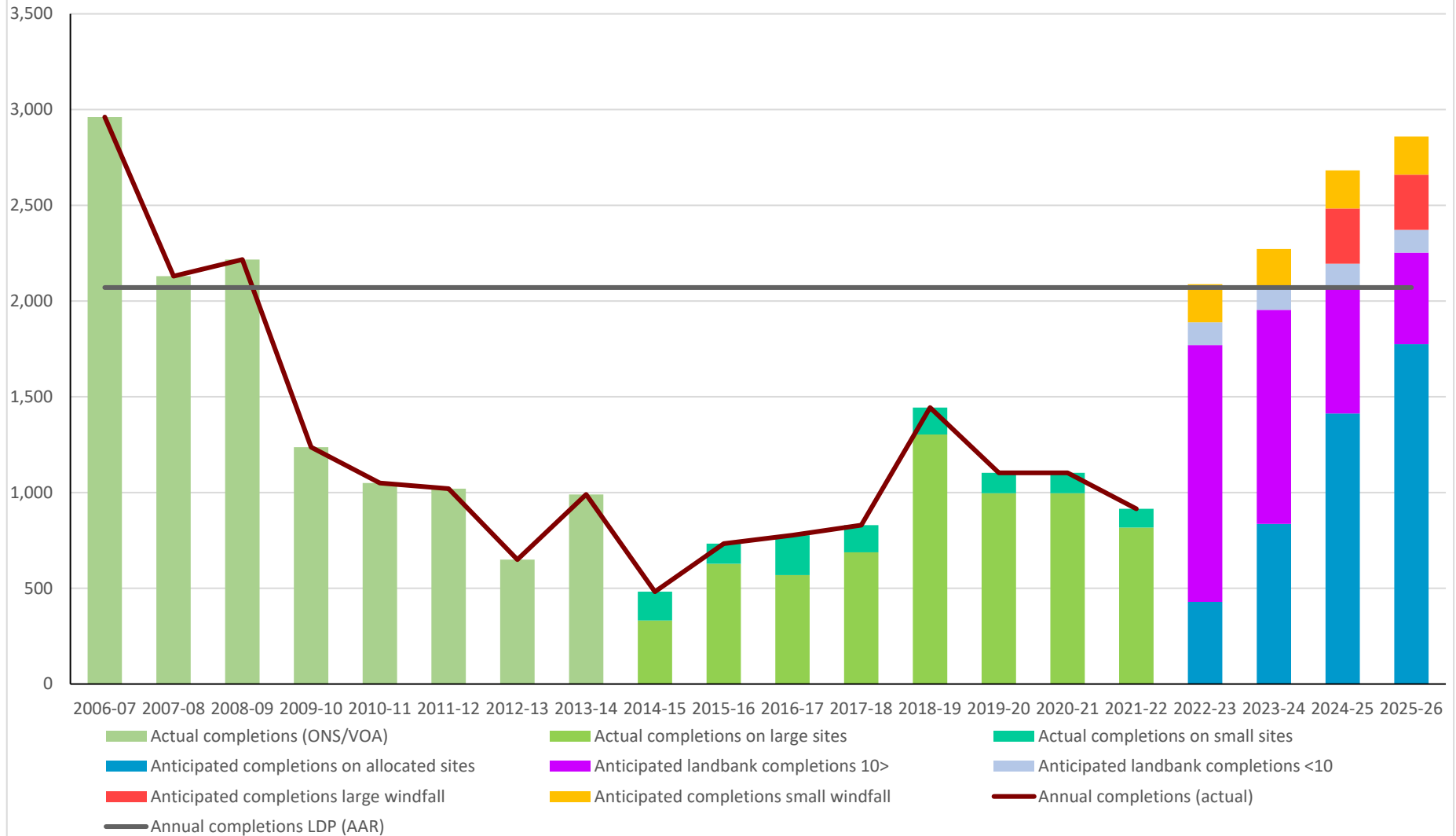
**“Table 21A” - Comparison of Housing Completions against LDP Average Annual Requirement (LDP)**

LDP Year	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Actual completions (ONS/VOA)	2,961	2,130	2,217	1,237	1,050	1,020	650	990												
Actual completions on large sites									332	628	569	688	1,303	997	997	817				
Actual completions on small sites									150	105	208	142	141	107	107	98				
Anticipated completions on allocated sites																	429	836	1,413	1,775
Anticipated landbank completions <10																	119	119	119	119
Anticipated landbank completions 10>																	1,341	1,118	663	478
Anticipated completions large windfall																	*	*	288	288
Anticipated completions small windfall																	199	199	199	199
Annual completions (actual)	2,961	2,130	2,217	1,237	1,050	1,020	650	990	482	733	777	830	1,444	1,103	1,103	915				
Annual completions LDP (AAR)	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071	2,071
Annual difference (homes)	890	59	146	-834	-1,021	-1,051	-1,421	-1,081	-1,589	-1,338	-1,294	-1,241	-627	-968	-968	-1,156				
Annual difference (%)	43%	3%	7%	-40%	-49%	-51%	-69%	-52%	-77%	-65%	-62%	-60%	-30%	-47%	-47%	-56%				
Cumulative completions (actual)	2,961	5,091	7,308	8,545	9,595	10,615	11,265	12,255	12,737	13,470	14,247	15,077	16,521	17,624	18,727	19,642				
Cumulative completions (anticipated)																	18,769	18,911	19,377	20,999
Cumulative completions (AAR)	2,071	4,142	6,212	8,283	10,354	12,425	14,495	16,566	18,637	20,708	22,778	24,849	26,920	28,991	31,061	33,132	35,203	37,274	39,344	41,415
Cumulative difference (homes)	890	950	1,096	262	-759	-1,810	-3,230	-4,311	-5,900	-7,238	-8,531	-9,772	-10,399	-11,367	-12,334	-13,490	-16,434	-18,362	-19,968	-20,416
Cumulative difference (%)	43%	23%	18%	3%	-7%	-15%	-22%	-26%	-32%	-35%	-37%	-39%	-39%	-39%	-40%	-41%	-47%	-49%	-51%	-49%

\*No double counting of large windfalls within the first two years of supply.

Note: Official ONS/Valuation Office Agency data is used for completions during the period 2006-2014. This is consistent with the conclusions on this matter set out in the Inspectors’ Report into the Cardiff Local Development Plan 2006-2026 (Paragraphs 4.8 and 4.9). Completions data from 2014-15 onwards taken from JHLAS/Council monitoring records.

### Housing Development Trajectory 2022-2026



## Topic Area: Topic Area: Number of General market Dwellings Built

Relevant LDP Policies: KP1

Indicator reference: OB2 SO2

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>CORE</b> The number of net general market dwellings built		Provide 22,555 net general market dwellings over the remaining Plan period in accordance with the cumulative 2 year targets set out below: 2016: 2,495 2018: 4,096 2020: 4,153 2022: 4,042 2024: 4,010 2026: 3,759		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The total number of general market dwellings built during 2014/15 was 377.  The total number of general market dwellings built during 2015/16 was 489.	The total number of general market dwellings built during 2016/7 was 547.  The total number of general market dwellings built during 2017/18 was 636.	The total number of general market dwellings built between 1 <sup>st</sup> April 2018 and 31 <sup>st</sup> March 2019 was 1,135.  The cumulative total number of general market	The total number of general market dwellings built between 1 <sup>st</sup> April 2019 and 31 <sup>st</sup> March 2020 was 853.  The cumulative total number of general market	The total number of general market dwellings built between 1 <sup>st</sup> April 2020 and 31 <sup>st</sup> March 2021 was 853.  The cumulative total number of general market	The total number of general market dwellings built between 1 <sup>st</sup> April 2021 and 31 <sup>st</sup> March was 685.  The cumulative total number of general market dwellings built to



The combined total of general market dwellings built by 1st April 2016 was 866.	The combined total of general market dwellings built by 1st April 2018 was 1,183.	dwellings built to date is therefore 3,184.	dwellings built to date is therefore 4,037.	dwellings built to date is therefore 4,890.	date is therefore 5,575.
<b>Analysis</b>					
<p>It is considered that a yearly completion figure for general market dwellings of 685 between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022 is respectable, especially considering that the construction industry had to stop during the height of the Covid-19 pandemic due to the national lockdown.</p> <p>Despite the cumulative total of required completed general market dwellings of 14,786 by 2022 not being achieved, it is encouraging to see that good progress has been made in delivering many new homes across Cardiff since the adoption of the LDP in January 2016.</p> <p>The majority of Strategic Sites now have secured planning permission and are well under construction. However, there are also a range of factors which impact upon the rate at which dwellings are built – in part reflective of land ownership/legal technicalities between developers and landowners and the complexity of securing planning consents and accompanying Section 106 Agreements which fully deliver the Council’s aspirations as set out in the LDP.</p>					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

**Topic Area: Topic Area: Number of Affordable Dwellings Built**

**Relevant LDP Policies:** KP1, KP2, KP4, KP13, H3

**Indicator reference:** OB2 SO3

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>CORE</b> The number of net additional affordable dwellings built (TAN2)		Provide 6,646 net affordable units over the remaining Plan period (representing an average of 22.8% of total housing provision).  Expected delivery rate to meet the target set out below: 2016: 735 2018: 1,207 2020: 1,224 2022: 1,191 2024: 1,181 2026: 1,108		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The total number of affordable dwellings provided during 2014/15 was 105.	The total number of affordable dwellings provided during 2016/17 was 230.	The total number of affordable dwellings provided during 2018/19 was 309.	The total number of affordable dwellings provided during 2019/20 was 250.	The total number of affordable dwellings provided during 2020/21 was 250.	The total number of affordable dwellings provided during 2021/22 was 230.
The total number of affordable	The total number of affordable	The total number of affordable	The total number of affordable	The total number of affordable	The total number of affordable

<p> dwellings provided during 2015/16 was 244.</p> <p> The combined total of affordable dwellings provided by 1st April 2016 was 349.</p>	<p> dwellings provided during 2017/18 was 194.</p> <p> The combined total of affordable dwellings provided by 1<sup>st</sup> April 2018 was 424.</p>	<p> dwellings built to date was therefore 1,082.</p>	<p> dwellings built to date was therefore 1,582.</p>	<p> dwellings built to date was therefore 1,832.</p>	<p> dwellings built to date was therefore 2,062.</p>
<p><b>Analysis</b></p> <p>It is considered that a yearly completion figure for affordable dwellings of 230 between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022 is respectable, especially considering that the construction industry had to stop during the height of the Covid-19 pandemic due to the national lockdown.</p> <p>Despite the cumulative total of required completed affordable dwellings of 4,357 by 2022 not being achieved, it is encouraging to see that good progress has been made since the adoption of the LDP in January 2016.</p> <p>The monitoring data shows that affordable housing completions are increasing as a range and choice of new housing sites begin to come forward. The latest figures show that 1,039 new build affordable dwellings were completed in the last four years, which represents 23% of total new build housing completions over this period. This trend is expected to continue as construction of the greenfield strategic housing sites gathers pace for the remaining 4 years of the Plan period. These figures show that good progress is being made in delivering affordable housing to meet the identified need within the city.</p>					
<p><b>Recommendations</b></p> <p>No action is required at present. Continue to monitor.</p>					

## Topic Area: Topic Area: Annual Dwellings Completions

Relevant LDP Policies: KP1

Indicator reference: OB2 SO4

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>CORE</b> Annual dwelling completions (all dwellings)		Provide 29,201 dwellings over the remaining Plan period in accordance with the cumulative 2 year targets set out below: 2016: 3,230 2018: 5,303 2020: 5,377 2022: 5,233 2024: 5,191 2026: 4,866		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The total number of all dwellings provided during 2014/15 was 482.	The total number of all dwellings provided during 2016/17 was 777	The total number of all dwellings built by 1 <sup>st</sup> April 2019 was 1,444.	The total number of all dwellings built by 1 <sup>st</sup> April 2020 was 1,103.	The total number of all dwellings built by 1 <sup>st</sup> April 2021 was 1,103.	The total number of all dwellings built by 1 <sup>st</sup> April 2022 was 915.
The total number of all dwellings provided during 2015/16 was 733.	The total number of all dwellings provided during 2017/18 was 830	The total number of all dwellings built to date is 4,266.	The total number of all dwellings built to date is 5,369.	The total number of all dwellings built to date is 6,472.	The total number of all dwellings built to date is 7,387.

The combined total by 1st April 2016 was 1,215.	The combined total by 1 <sup>st</sup> April 2018 was 1,607.				
<b>Analysis</b>					
<p>It is considered that a yearly completion figure for all dwellings of 915 between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022 is respectable, especially considering that the construction industry had to stop during the height of the Covid-19 pandemic due to the national lockdown.</p>					
<p>Despite the cumulative total of required completed affordable dwellings of 19,143 by 2022 not being achieved, it is encouraging to see that good progress has been made since the adoption of the LDP in January 2016.</p>					
<p>The majority of Strategic Sites now have planning permission and are well under construction. However, there are also a range of factors which impact upon the rate at which dwellings are built – in part reflective of land ownership/legal technicalities between developers and landowners and the complexity of securing planning consents and accompanying Section 106 Agreements which fully deliver the Council’s aspirations as set out in the LDP.</p>					
<b>Recommendations</b>					
<p>No action is required at present. Continue to monitor.</p>					

## Topic Area: Topic Area: Number of Windfall Units Completed

Relevant LDP Policies: KP1

Indicator reference: OB2 SO5

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>CORE</b> Number of windfall units completed per annum on all sites		Annual target of overall anticipated windfall contributions for the remainder of the Plan period – 488 dwellings per annum.		Delivery varies by more than 10% above or below 488 dwellings per annum for any consecutive 2 year period.	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
The total number of windfall contributions during 2016/17 was 449 dwellings.	The total number of windfall contributions during 2017/18 was 401 dwellings.	The total number of windfall contributions during 2018/19 was 737 dwellings.	The total number of windfall contributions during 2019/20 was 505 dwellings.	The total number of windfall contributions during 2020/21 was 505 dwellings.	The total number of windfall contributions during 2021/22 was 218 dwellings.
<b>Analysis</b>					
During the monitoring period for 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022, there were 218 dwellings completed which were considered 'windfall' sites as they were over 10 dwellings, were not the result of a change of use and did not form part of an LDP allocated site. The 218 completed windfall units falls outside the 10% buffer set out in the trigger.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## Topic Area: Settlement Boundaries

Relevant LDP Policies: KP3(B), EN1

Indicator reference: OB2 SO6

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>Core</b> Number of dwellings permitted annually outside the defined settlement boundaries that does not satisfy LDP policies.		Number of dwellings permitted that are not in accordance with KP3(B)		1 or more permission that does not satisfy LDP policies	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No applications permitted outside the settlement boundary that do not satisfy policy.	No applications permitted outside the settlement boundary that do not satisfy policy.	No applications permitted outside the settlement boundary that do not satisfy policy.	No applications permitted outside the settlement boundary that do not satisfy policy.	No applications permitted outside the settlement boundary that do not satisfy policy.	No applications permitted outside the settlement boundary that do not satisfy policy.
Analysis					
During the 6th monitoring period no applications for dwellings were permitted outside the settlement boundary that did not satisfy policy. During the monitoring period of the relevant applications approved three applications were approved for residential development outside the settlement boundary. Of the three applications approved one benefited from an extant planning permission, one involved the sub division of an existing property with no extension of the property or residential curtilage and the third application benefitted from extant planning permission with only a relatively small area of the application site being located outside the settlement boundary. All three applications are therefore considered to be policy compliant. Given this it is considered					

that Policy KP3(B) is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.

**Recommendations**

No action is required at present. Continue to monitor



## Topic Area: Gypsy and Traveller Accommodation Provision

Relevant LDP Policies: H7

Indicator reference: OB2 SO7

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Keep the Seawall Road site under review for potential permanent residential Gypsy and Traveller accommodation				Site is no longer categorised within Flood Risk Zone C2	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Site is still categorised within Flood Risk Zone C2 in latest Development Advice Maps	Site is still categorised within Flood Risk Zone C2 in latest Development Advice Maps	Site is still categorised within Flood Risk Zone C2 in latest Development Advice Maps	Site is still categorised within Flood Risk Zone C2 in latest Development Advice Maps	Site is still categorised within Flood Risk Zone C2 in latest Development Advice Maps	Site is currently still categorised within Flood Risk Zone C2. New guidance in draft TAN15 and the related Flood Map for Planning show the site in a defended zone where Gypsy and Traveller sites on brownfield land are permitted subject to meeting the acceptability tests set out in the TAN

**Analysis**

This site was included as an allocation for a Gypsy and Traveller site in the Deposit LDP in September 2013. However, the site was deleted from the Plan at the LDP Examination in 2015 as it was located in a C2 Flood Risk Zone where highly vulnerable development such as Gypsy and Traveller sites are precluded by Welsh Government Planning Guidance. It was agreed at the LDP Examination that an indicator would be included in the Monitoring Framework to keep the site under review should the position regarding flood risk change over the lifetime of the Plan. This will ensure that the site can continue to be considered along with other sites to accommodate the need for new Gypsy and Traveller pitches.

Whilst the current status of site in terms of flood risk remains unchanged the new draft TAN15 and related Flood Map for Planning issued in September 2021 shows the site within a defended zone. Highly vulnerable development such as Gypsy and Traveller sites are permitted within such zones subject to the site being on brownfield land and meeting the flood risk acceptability tests set out in the TAN. This new revised TAN15 is due to come into force in June 2023.

In addition to this a feasibility Study has been undertaken by the Council to investigate options to improve flood defences along the Rover Way Foreshore and River Rhymney. This Study recommends design options for improving the flood defences along this stretch of the coastline. Grant funding has now been secured from Welsh Government for the works and construction is due to commence in late 2022 and be completed by end of 2023.

These forthcoming changes to TAN15 and the change in status of the site together with the improvements to the flood defences will change the position of the site in relation to flood risk. This will enable the potential of the site to accommodate Gypsy and Traveller pitches to be reviewed and considered along with other sites to accommodate the need for Gypsy and Traveller sites.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Gypsy and Traveller Provision – Permanent Sites

Relevant LDP Policies: H7

Indicator reference: OB2 SO8

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator	Target	Trigger
<p><b>LOCAL</b> Provision is made for meeting identified needs for permanent Gypsy and Traveller accommodation</p>	<ol style="list-style-type: none"> <li>1. Agree project management arrangements including reporting structure and representatives – July 2015</li> <li>2. Agree methodology for undertaking site search and assessment – December 2015</li> <li>3. Undertake Gypsy and Traveller Needs Assessment for both permanent and transit pitches in accordance with Housing (Wales) Act 2014 – February 2016</li> <li>4. Undertake a site search and assessment and secure approval of findings – July 2016</li> <li>5. Secure planning permission and funding (including any grant funding from Welsh Government) for identified site(s) required to meet short term need for 43 pitches by May 2017</li> <li>6. Secure planning permission and funding (including any grant funding from Welsh Government) for identified</li> </ol>	<p><b>LOCAL</b> Provision is made for meeting identified needs for permanent Gypsy and Traveller accommodation</p>

		site(s) required to meet long term need for 65 pitches by May 2021			
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Project management arrangements, including reporting structure and representatives have been established and a methodology for undertaking site search and assessment was approved at Cabinet in January 2016. In addition, an updated Gypsy and Traveller Accommodation Assessment (GTAA) was approved by Welsh Government in November 2016. Cabinet in September 2016	The detailed technical assessments have now been completed and the Council is currently considering the implications of the findings of these assessments and options in terms of taking this work forward. This has included ongoing discussions with Welsh Government.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site	The detailed technical assessments have now been completed and the Council is currently considering the implications of the findings of these assessments and options in terms of taking this work forward. This has included ongoing discussions with Welsh Government.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site	The detailed technical assessments have now been completed and the Council is currently considering the implications of the findings of these assessments and options in terms of taking this work forward. This has included ongoing discussions with Welsh Government.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site	The detailed technical assessments have now been completed and the Council is currently considering the implications of the findings of these assessments and options in terms of taking this work forward. This has included ongoing discussions with Welsh Government.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site	The Replacement LDP preparation process will consider the findings of the latest GTAA and work on site assessments undertaken to date and allocate sites to meet the need identified to 2036.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress this work as soon as possible; however, this needs to be balanced against the need to find the

<p>noted that good progress has been made in undertaking a city wide search for land which could be suitable for Gypsy and Traveller sites but agreed that the assessment is not yet fully complete and there was a clear need to undertake more detailed technical investigations. At Cabinet it was agreed that it would be premature to conclude the site assessment process until these have been completed.</p> <p>Work on undertaking these more detailed technical assessments has been ongoing</p>	<p>assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>	<p>assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>	<p>assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>	<p>assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>	<p>best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>
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<p>throughout the year. When these assessments are complete the Council will consider the findings and determine a way forward</p> <p>Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community.</p> <p>The Council also remains firmly and absolutely committed to comply with the</p>					
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requirements of the Housing (Wales) Act 2014.					
<b>Analysis</b>					
<p>An updated Gypsy and Traveller Accommodation Assessment (GTAA) was approved by Welsh Government in November 2016. This identified a reduced need for 72 permanent pitches in the city by 2026 (compared to a need for 108 pitches in the previous 2013 GTAA) and a regional need for a transit site of 10 pitches. Of the 72 permanent pitches 48 were required short term in the next five years compared to 43 in the previous 2013 GTAA. Welsh Government guidance requires the GTAA to be reviewed every 5 years and a further updated study was submitted to Welsh Government for approval in November 2021. This identified a need for 115 pitches in the city up to 2036 and a regional need for a transit site of 10 pitches. Of the 115 pitches 73 were required short term in the next five years.</p> <p>The Council has established a working group made up of senior Council officers from the Housing and the Planning service with the responsibility for finding locations for both permanent and transit pitches to meet this need.</p> <p>The timetable for meeting the need identified in the previous 2016 assessment was included in the LDP Annual Monitoring Framework through this indicator. In accordance with this timetable a site selection criteria was approved by the Council's Cabinet in January 2016. The approved site selection criteria sets out assessment criteria around three main headings relating to availability, site suitability and achievability. Availability considerations include whether the site is genuinely available long term and there are no legal issues. Site suitability considerations include a comprehensive list of policy and physical constraints, and deliverability considerations relate to the consideration of total cost (including any abnormal costs) to ensure it does not prejudice the ability to develop the site.</p> <p>The selection and consideration of potential Gypsy and Traveller sites will include detailed technical investigations, particularly flood risk assessments, to fully establish the extent of risk, along with the potential scope of mitigation measures and any other relevant site-specific technical matters. This work will be carried out in liaison with Natural Resources Wales and Welsh Government. It is important to find the best possible site for the community and it is important that this is fully considered before concluding the site assessment process.</p> <p>Following the agreement of the latest Gypsy and Traveller Accommodation Assessment by Welsh Government, further work will then be undertaken before identifying potential sites for consideration.</p>					

The Council has now started the preparation of a Replacement LDP. The plan period for the Replacement Plan is 2021 to 2036 and the findings of this assessment will form part of the evidence base for the plan. This plan will need allocate sites to meet the need for new Gypsy and Traveller pitches to 2036 identified in this assessment and take forward work currently ongoing on identifying sites for new pitches within the city.

In terms of transit provision, whilst the adopted Local Development Plan sets out the clear commitment to provide a transit site in Cardiff, the South East Wales Strategic Planning Group (SEWSPG), of which the Local Authority is a member, will continue to discuss transit provision at regional level. SEWSPG consists of 10 local planning authorities, plus the Brecon Beacons National Park Authority. This Group has formed a Sub Group to look at the need for transit sites on a regional basis. This work will feed into the preparation of the new Strategic Development Plan for South East Wales, which will need to address the need for transit sites on a regional basis

The Council recognises it has an obligation to progress the site assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community. I can confirm there remains a firm and absolute commitment to comply with the requirements of the Housing (Wales) Act 2014.

Progress with this will continue to be monitored and reported on in future AMR's.

### **Recommendations**

No action is required at present. Continue to monitor.



## Topic Area: Gypsy and Traveller Provision – Transit Sites

Relevant LDP Policies: H7

Indicator reference: OB2 SO9

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator	Target	Trigger
<p><b>LOCAL</b> Provision is made for meeting identified needs for transit Gypsy and Traveller accommodation</p>	<ol style="list-style-type: none"> <li>1. Agree project management arrangements including reporting structure and representatives – July 2015</li> <li>2. Agree methodology for undertaking site search and assessment – December 2015</li> <li>3. Undertake Gypsy and Traveller Needs Assessment for both permanent and transit pitches in accordance with Housing (Wales) Act 2014 – February 2016</li> <li>4. Undertake a site search and assessment and secure approval of findings – July 2016</li> <li>5. Secure planning permission and funding (including any grant funding from Welsh Government) for identified site(s) required to meet short term need for 43 pitches by May 2017</li> <li>6. Secure planning permission and funding (including any grant funding from Welsh Government) for identified</li> </ol>	<p>Failure to achieve these targets</p>

		site(s) required to meet long term need for 65 pitches by May 2021			
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Project management arrangements, including reporting structure and representatives have been established and a methodology for undertaking site search and assessment was approved at Cabinet in January 2016. In addition, an updated Gypsy and Traveller Accommodation Assessment (GTAA) was approved by Welsh Government in November 2016. Cabinet in September 2016	The detailed technical assessments have now been completed and the Council is currently considering the implications of the findings of these assessments and options in terms of taking this work forward. This has included ongoing discussions with Welsh Government.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site	The detailed technical assessments have now been completed and the Council is currently considering the implications of the findings of these assessments and options in terms of taking this work forward. This has included ongoing discussions with Welsh Government.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site	The detailed technical assessments have now been completed and the Council is currently considering the implications of the findings of these assessments and options in terms of taking this work forward. This has included ongoing discussions with Welsh Government.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site	The detailed technical assessments have now been completed and the Council is currently considering the implications of the findings of these assessments and options in terms of taking this work forward. This has included ongoing discussions with Welsh Government.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site	The Replacement LDP preparation process will consider the findings of the latest GTAA and work on site assessments undertaken to date and allocate sites to meet the need identified to 2036.  Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress this work as soon as possible; however, this needs to be balanced against the need to find the

<p>noted that good progress has been made in undertaking a city wide search for land which could be suitable for Gypsy and Traveller sites but agreed that the assessment is not yet fully complete and there was a clear need to undertake more detailed technical investigations. At Cabinet it was agreed that it would be premature to conclude the site assessment process until these have been completed.</p> <p>Work on undertaking these more detailed technical assessments has been ongoing</p>	<p>assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>	<p>assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>	<p>assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>	<p>assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>	<p>best possible site for the community</p> <p>The Council also remains firmly and absolutely committed to comply with the requirements of the Housing (Wales) Act 2014.</p>
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<p>throughout the year. When these assessments are complete the Council will consider the findings and determine a way forward</p> <p>Although this represents a delay to the agreed targets the Council recognise that it clearly has an obligation to progress the site assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community.</p> <p>The Council also remains firmly and absolutely committed to comply with the</p>					
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requirements of the Housing (Wales) Act 2014.					
<b>Analysis</b>					
<p>An updated Gypsy and Traveller Accommodation Assessment (GTAA) was approved by Welsh Government in November 2016. This identified a reduced need for 72 permanent pitches in the city by 2026 (compared to a need for 108 pitches in the previous 2013 GTAA) and a regional need for a transit site of 10 pitches. Of the 72 permanent pitches 48 were required short term in the next five years compared to 43 in the previous 2013 GTAA. Welsh Government guidance requires the GTAA to be reviewed every 5 years and a further updated study was submitted to Welsh Government for approval in November 2021. This identified a need for 115 pitches in the city up to 2036 and a regional need for a transit site of 10 pitches. Of the 115 pitches 73 were required short term in the next five years.</p> <p>The Council has established a working group made up of senior Council officers from the Housing and the Planning service with the responsibility for finding locations for both permanent and transit pitches to meet this need.</p> <p>The timetable for meeting the need identified in the previous 2016 assessment was included in the LDP Annual Monitoring Framework through this indicator. In accordance with this timetable a site selection criteria was approved by the Council's Cabinet in January 2016. The approved site selection criteria sets out assessment criteria around three main headings relating to availability, site suitability and achievability. Availability considerations include whether the site is genuinely available long term and there are no legal issues. Site suitability considerations include a comprehensive list of policy and physical constraints, and deliverability considerations relate to the consideration of total cost (including any abnormal costs) to ensure it does not prejudice the ability to develop the site.</p> <p>The selection and consideration of potential Gypsy and Traveller sites will include detailed technical investigations, particularly flood risk assessments, to fully establish the extent of risk, along with the potential scope of mitigation measures and any other relevant site-specific technical matters. This work will be carried out in liaison with Natural Resources Wales and Welsh Government. It is important to find the best possible site for the community and it is important that this is fully considered before concluding the site assessment process.</p> <p>Following the agreement of the latest Gypsy and Traveller Accommodation Assessment by Welsh Government, further work will then be undertaken before identifying potential sites for consideration.</p>					

The Council has now started the preparation of a Replacement LDP. The plan period for the Replacement Plan is 2021 to 2036 and the findings of this assessment will form part of the evidence base for the plan. This plan will need allocate sites to meet the need for new Gypsy and Traveller pitches to 2036 identified in this assessment and take forward work currently ongoing on identifying sites for new pitches within the city.

In terms of transit provision, whilst the adopted Local Development Plan sets out the clear commitment to provide a transit site in Cardiff, the South East Wales Strategic Planning Group (SEWSPG), of which the Local Authority is a member, will continue to discuss transit provision at regional level. SEWSPG consists of 10 local planning authorities, plus the Brecon Beacons National Park Authority. This Group has formed a Sub Group to look at the need for transit sites on a regional basis. This work will feed into the preparation of the new Strategic Development Plan for South East Wales, which will need to address the need for transit sites on a regional basis

The Council recognises it has an obligation to progress the site assessment as soon as possible; however, this needs to be balanced against the need to find the best possible site for the community. I can confirm there remains a firm and absolute commitment to comply with the requirements of the Housing (Wales) Act 2014.

Progress with this will continue to be monitored and reported on in future AMR's.

### **Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Gypsy and Traveller Provision

Relevant LDP Policies: H7

Indicator reference: OB2 SO10

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total number of Gypsy and Traveller pitches for residential accommodation		Ensure the existing supply of pitches is maintained (Should existing pitches be no longer available alternative pitches will be sought)		Any net loss of existing Gypsy and Traveller pitch provision	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
There has been no net loss of existing Gypsy and Traveller pitch provision during the monitoring period	There has been no net loss of existing Gypsy and Traveller pitch provision during the monitoring period	There has been no net loss of existing Gypsy and Traveller pitch provision during the monitoring period	There has been no net loss of existing Gypsy and Traveller pitch provision during the monitoring period	There has been no net loss of existing Gypsy and Traveller pitch provision during the monitoring period	There has been no net loss of existing Gypsy and Traveller pitch provision during the monitoring period
<b>Analysis</b>					
The latest Gypsy and Traveller Accommodation Assessment (GTAA) approved by the Welsh Government in November 2016 states that there are 80 pitches on two local authority owned sites at Shirenewton (59 pitches) and Rover Way (21 pitches). In addition, there are four authorised private sites with a total of 22 pitches giving a total of 92 pitches for the County as a whole. There has been no net loss of existing Gypsy and Traveller pitch provision during the monitoring period.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor					

## Topic Area: Dwelling Completions on Strategic Site A Cardiff Central Enterprise Zone

Relevant LDP Policies: KP2

Indicator reference: OB2 S011

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total annual dwelling completions of Strategic Housing Site A – Cardiff Central Enterprise Zone		2,150 dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates based on the JHLAS 2014 and developer intentions: 2016: 231 2018: 254 2020: 405 2022: 400 2024: 400 2026: 460		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
As at 1st April 2017 there had been no	As at 1st April 2018 there had been no	As at 1st April 2019 there were 102	As at 1 <sup>st</sup> April 2020 there were no completions on	As at 1 <sup>st</sup> April 2021 there were no completions on	As at 1 <sup>st</sup> April 2022 there were no completions on



completions on Strategic Housing Site A.	completions on Strategic Housing Site A.	completions on Strategic Housing Site A.	Strategic Housing Site A	Strategic Housing Site A	Strategic Housing Site A
<b>Analysis</b>					
<p>As of 1<sup>st</sup> April 2022, there were 102 completions on Strategic Site A so the target of 1,290 dwellings by 2022 has not been met. There are however a number of existing residential planning permissions on this site which are under construction totalling 958 dwellings and these are summarised below:</p> <ul style="list-style-type: none"> <li>• 16/00504 – Old Imperial Buildings, Trade Street (102 apartments completed)</li> <li>• 17/00159 – Land at Dumballs Road (109 apartments with permission but not started)</li> <li>• 17/01672 – Crawshay Court, Curran Road (140 apartments with permission and under construction)</li> <li>• 17/02404 – Former Browning Jones &amp; Morris, Dumballs Road (206 apartments with permission and under construction)</li> <li>• 18/02634 – Plot J, Capital Quarter (307 apartments with permission and under construction)</li> <li>• 18/01705 – Former Marland House, Central Square (305 apartments with permission and under construction)</li> <li>• 21/02883 – Phase 2, Plot 1, Central Quay (402 apartments with planning permission)</li> <li>• 21/02884 – Phase 2, Plot 2, Central Quay (316 apartments with planning permission)</li> </ul> <p>Whilst it is accepted that there has been some slippage on this site, it is clear due to the number and range of consented schemes currently under construction and with 102 completions by 1<sup>st</sup> April 2022, it is not envisaged that the delivery of Strategic Site A will slip beyond the Plan period. The Council will continue to monitor the delivery of this site through subsequent annual monitoring.</p>					
<b>Recommendations</b>					
No action is required at present. Continue to monitor					

**Topic Area: Dwelling Completions on Strategic Site B Gas Works, Ferry Road**

**Relevant LDP Policies:** KP2

**Indicator reference:** OB2 S012

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target			Trigger	
<b>LOCAL</b> Total annual dwelling completions of Strategic Housing Site B – Gas Works, Ferry Road.		500 dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 0 2018: 80 2020: 140 2022: 170 2024: 110 2026: 0			Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022	
In line with the target for this indicator, as at 1 <sup>st</sup> April 2017, there had been no completions on Strategic Site B.	As at 1 <sup>st</sup> April 2018 there had been no completions on Strategic Housing Site B.	As at 1 <sup>st</sup> April 2019 there had been no completions on Strategic Housing Site B.	As at 1 <sup>st</sup> April 2020 there had been no completions on Strategic Housing Site B.	As at 1 <sup>st</sup> April 2021 there had been no completions on Strategic Housing Site B.	As at 1 <sup>st</sup> April 2022 there had been no completions on Strategic Housing Site B.	

**Analysis**

The site has now been brought by the Council and has been included in the Council's housing partnership programme. On this basis it is expected that development will commence within the plan period.

Whilst some slippage to the delivery targets set out above is now inevitable it is not envisaged that the delivery of Strategic Site B will slip beyond the Plan period. The Council will continue to monitor the delivery of this site through subsequent annual monitoring.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Dwelling Completions on Strategic Site C North West Cardiff

Relevant LDP Policies: KP2

Indicator reference: OB2 S013

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total annual dwelling completions of Strategic Housing Site C – North West Cardiff		5,000 dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below.  Expected delivery rates are based on developer intentions: 2016: 135 2018: 624 2020: 1,060 2022: 1,060 2024: 1,060 2026: 1,060		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
As at 1 <sup>st</sup> April 2017 there had been no completions on Strategic Housing Site C.	As at 1 <sup>st</sup> April 2018 there had been 39 completions on Strategic Housing Site C.	As at 1 <sup>st</sup> April 2019 there had been 128 completions on Strategic Housing Site C.	As at 1 <sup>st</sup> April 2020 there were 180 completions on Strategic Housing Site C.	As at 1 <sup>st</sup> April 2021 there were 180 completions on Strategic Housing Site C.	As at 1 <sup>st</sup> April 2021 there were 213 completions on Strategic Housing Site C.

**Analysis**

To date there have been 740 completed dwellings on Strategic Site C, this is lower than the required cumulative total by 2022 of 2,879 dwellings as set out in the target indicator above. Whilst the required target number of dwellings has not been reached, there has been very significant progress on the site in terms of the initial phases being built with a large number of planning applications either having been granted planning permission, or currently under consideration by the Council.

**Recommendations**

No action is required at present. Continue to monitor.

**Topic Area: Dwelling Completions on Strategic Site D North of Junction 33**

**Relevant LDP Policies:** KP2

**Indicator reference:** OB2 S014

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Total annual dwelling completions of Strategic Housing Site D – North of Junction 33		2,000 dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 110 2018: 240 2020: 300 2022: 400 2024: 450 2026: 500		Failure to deliver the required number of dwellings for each 2 year period.	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
As at 1st April 2017 there had been no completions on Strategic Housing	As at 1 <sup>st</sup> April 2018 there had been no completions on	As at 1 <sup>st</sup> April 2019 there had been no completions on	As at 1 <sup>st</sup> April 2020 there were 64 completions on	As at 1 <sup>st</sup> April 2021 there were 64 completions on	As at 1 <sup>st</sup> April 2022 there were 88 completions on

Site D.	Strategic Housing Site D.	Strategic Housing Site D.	Strategic Housing Site D.	Strategic Housing Site D.	Strategic Housing Site D.
<b>Analysis</b>					
To date there have been 216 completed dwellings on Strategic Site D, this is lower than the required cumulative total by 2022 of 1,050 dwellings as set out in the target indicator above. Whilst the required target number of dwellings has not be reached, there has been very significant progress on the site in terms of the initial phases being built with a large number of planning applications either having been granted planning permission, or currently under consideration by the Council.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## Topic Area: Dwelling Completions on Strategic Site E South of Creigiau

Relevant LDP Policies: KP2

Indicator reference: OB2 S015

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total annual dwelling completions of Strategic Housing Site E – South of Creigiau		650 dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intensions: 2016: 150 2018: 300 2020: 200		Failure to deliver the required number of dwellings for each 2 year period.	
<b>Performance 1<sup>st</sup></b> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	<b>Performance 2<sup>nd</sup></b> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	<b>Performance 3<sup>rd</sup></b> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	<b>Performance 4<sup>th</sup></b> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	<b>Performance 5<sup>th</sup></b> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	<b>Performance 6<sup>th</sup></b> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
As at 1 <sup>st</sup> April 2017 there had been no completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2018 there had been no completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2019 there had been no completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2020 there had been no completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2021 there had been no completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2022 there had been no completions on Strategic Housing Site E.
<b>Analysis</b>					
As of 1 <sup>st</sup> April 2022 there have been no completions at Strategic Site E and so the delivery target of 650 units by 2020, as originally anticipated has not been met. However, a planning application has now been submitted for the site and is currently being					



determined. The Council will continue to monitor progress at Land South of Creigiau and will endeavour to process the application efficiently, preventing any further unnecessary delay to the delivery of the site.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Dwelling Completions on Strategic Site F North East Cardiff

Relevant LDP Policies: KP2

Indicator reference: OB2 S016

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total annual dwelling completions of Strategic Housing Site F – North East Cardiff		4,500 dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 180 2018: 1,197 2020: 808 2022: 808 2024: 808 2026: 699		Failure to deliver the required number of dwellings for each 2 year period.	
<b>Performance 1<sup>st</sup></b> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	<b>Performance 2<sup>nd</sup></b> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	<b>Performance 3<sup>rd</sup></b> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	<b>Performance 4<sup>th</sup></b> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	<b>Performance 5<sup>th</sup></b> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	<b>Performance 6<sup>th</sup></b> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022

As at 1st April 2017 there had been no completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2018 there had been no completions on Strategic Housing Site F	As at 1 <sup>st</sup> April 2019 there had been no completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2020 there were 39 completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2021 there were 39 completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2022 there were 85 completions on Strategic Housing Site F.
<b>Analysis</b>					
<p>To date there have been 163 completed dwellings on Strategic Site F, this is lower than the required cumulative total by 2022 of 2,993 dwellings as set out in the target indicator above. Whilst it is disappointing that the required target number of dwellings has not be reached, there has been very significant progress on the site in terms of the initial phases being built with a large number of planning applications either having been granted planning permission, or currently under consideration by Cardiff Council.</p> <p>While the delivery target of 2,993 units by 2022, as originally anticipated, has not been met, to date, construction is underway, and 163 dwellings have been completed and there are a number of consented and live applications on the site which are summarised below:</p> <ul style="list-style-type: none"> <li>• 14/02891 (Outline Application) for up to 1,000 dwellings</li> <li>• 19/01113 (Reserved Matters) Phase 3 Parish Reach permission for 271 dwellings not started</li> <li>• 19/2053 (Reserved Matters) Phase 1B &amp; 1C, Churchlands permission for 92 dwellings under construction</li> <li>• 19/02677 (Reserved Matters) Phase 2B, Churchlands permission for 62 dwellings under construction</li> </ul> <p>It is clear that progress is gradually being made with reserved matters being approved and a number of phases under construction. It is considered that delivery rates will significantly increase over the next year due to land ownership issues being resolved and further Reserved Matters application due to be submitted.</p> <p>As with several strategic sites, the initial lag is considered in part reflective of land ownership/legal technicalities between developers and landowners and also the complexity of securing planning consents and accompanying Section 106 Agreements which fully deliver the Council's aspirations as set out in the LDP. The Council will continue to monitor progress at North East Cardiff and will endeavour to process any forthcoming applications efficiently to avoid any further delay.</p>					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## Topic Area: Dwelling Completions on Strategic Site G East of Pontprennau Link Road

Relevant LDP Policies: KP2

Indicator reference: OB2 S017

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total annual dwelling completions of Strategic Housing Site G – East of Pontprennau Link Road		1,300 dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 140 2018: 375 2020: 285 2022: 270 2024: 200 2026: 30		Failure to deliver the required number of dwellings for each 2 year period.	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
As at 1 <sup>st</sup> April 2017 there had been 62 completions on Strategic Housing Site G.	As at 1 <sup>st</sup> April 2018 there had been 174 completions on Strategic Housing Site G.	As at 1 <sup>st</sup> April 2019 there were 337 completions on Strategic Housing Site G.	As at 1 <sup>st</sup> April 2020 there were 134 completions on Strategic Housing Site G.	As at 1 <sup>st</sup> April 2021 there were 134 completions on Strategic Housing Site G.	As at 1 <sup>st</sup> April 2022 there were 113 completions on Strategic Housing Site G.

**Analysis**

To date there have been 954 completed dwellings on Strategic Site G, this is slightly lower than the required cumulative total by 2022 of 1,070 dwellings as set out in the target indicator above. Whilst the required target number of dwellings has not been reached, there has been very significant progress on the site which should be completed within the plan period.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Affordable Dwelling Completions on Strategic Site A Cardiff Central Enterprise Zone

Relevant LDP Policies: KP2, KP13

Indicator reference: OB2 S018

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Annual affordable dwelling completions of Strategic Housing Site A – Cardiff Central Enterprise Zone		430 affordable dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on the JHLAS 2014 and developer intentions: 2016: 47 2018: 50 2020: 81 2022: 80 2024: 80 2026: 92		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
As at 1 <sup>st</sup> April 2017 there had been no affordable completions on Strategic Housing Site A	As at 1 <sup>st</sup> April 2018 there had been no affordable completions on Strategic Housing Site A.	As at 1 <sup>st</sup> April 2019 there were no affordable completions on Strategic Housing Site A.	As at 1 <sup>st</sup> April 2020 there were no affordable completions on Strategic Housing Site A.	As at 1 <sup>st</sup> April 2021 there were no affordable completions on Strategic Housing Site A.	As at 1 <sup>st</sup> April 2022 there were no affordable completions on Strategic Housing Site A.

**Analysis**

As at 1<sup>st</sup> April 2022, there were no affordable housing completions on Strategic Site A so the target of 258 affordable dwellings by 2022 has not been met. There are a number of existing residential planning permissions on this site, and these are summarised below:

- 16/00504 – Old Imperial Buildings, Trade Street (102 apartments completed)
- 17/00159 – Land at Dumballs Road (109 apartments with permission but not started)
- 17/01672 – Crawshay Court, Curran Road (140 apartments with permission and under construction)
- 17/02404 – Former Browning Jones & Morris, Dumballs Road (206 apartments with permission and under construction)
- 18/02634 – Plot J, Capital Quarter (307 apartments with permission and under construction)
- 18/01705 – Former Marland House, Central Square (305 apartments with permission and under construction)
- 21/02883 – Phase 2, Plot 1, Central Quay (402 apartments with planning permission)
- 21/02884 – Phase 2, Plot 2, Central Quay (316 apartments with planning permission)

Whilst it is accepted that there has been some slippage on this site, it is clear due to the number and range of consented schemes, it is not envisaged that the delivery of Strategic Site A will slip beyond the Plan period. The Council will continue to monitor the delivery of this site through subsequent annual monitoring.

**Recommendations**

No action required continue to monitor.

## Topic Area: Affordable Dwelling Completions on Strategic Site B Gas Works, Ferry Road

Relevant LDP Policies: KP2, KP13

Indicator reference: OB2 S019

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Annual affordable dwelling completions of Strategic Housing Site B – Gas Works, Ferry Road		100 affordable dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 0 2018: 16 2020: 28 2022: 34 2024: 22 2026: 0		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
In line with the target for this indicator, as at 1 <sup>st</sup> April 2017, there had been no completions on Strategic Site B.	As at 1 <sup>st</sup> April 2018 there had been no affordable completions on Strategic Housing Site B.	As at 1 <sup>st</sup> April 2019 there were no affordable completions on Strategic Housing Site B.	As at 1 <sup>st</sup> April 2020 there were no affordable completions on Strategic Housing Site B.	As at 1 <sup>st</sup> April 2021 there were no affordable completions on Strategic Housing Site B.	As at 1 <sup>st</sup> April 2022 there were no affordable completions on Strategic Housing Site B.



**Analysis**

The site has now been brought by the Council and has been included in the Council's housing partnership programme. On this basis it is expected that development will commence within the plan period.

Whilst some slippage to the delivery targets set out above is now inevitable it is not envisaged that the delivery of Strategic Site B will slip beyond the Plan period. The Council will continue to monitor the delivery of this site through subsequent annual monitoring.

**Recommendations**

No action required continue to monitor.

## Topic Area: Affordable Dwelling Completions on Strategic Site C North West Cardiff

Relevant LDP Policies: KP2, KP13

Indicator reference: OB2 S020

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Annual affordable dwelling completions of Strategic Housing Site C – North West Cardiff		1,500 affordable dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 41 2018: 187 2020: 318 2022: 318 2024: 318 2026: 318		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
As at 1 <sup>st</sup> April 2017 there had been no	As at 1 <sup>st</sup> April 2018 there had been no affordable	As at 1 <sup>st</sup> April 2019 there were no affordable	As at 1 <sup>st</sup> April 2020 there were 44 affordable	As at 1 <sup>st</sup> April 2021 there were 45 affordable	As at 1 <sup>st</sup> April 2022 there were 39 affordable

Affordable completions on Strategic Housing Site C.	completions on Strategic Housing Site C.	completions on Strategic Housing Site C.	completions on Strategic Housing Site C.	completions on Strategic Housing Site C.	completions on Strategic Housing Site C
<b>Analysis</b>					
To date there have been 128 completed affordable dwellings on Strategic Site C, this is lower than the required cumulative total by 2022 of 864 dwellings as set out in the target indicator above. Whilst the required target number of dwellings has not be reached, there has been very significant progress on the site in terms of the initial phases being built with a large number of planning applications either having been granted planning permission, or currently under consideration by the Council.					
<b>Recommendations</b>					
No action required continue to monitor.					

## Topic Area: Affordable Dwelling Completions on Strategic Site D North of Junction 33

Relevant LDP Policies: KP2, KP13

Indicator reference: OB2 S021

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total annual dwelling completions of Strategic Housing Site D – North of Junction 33		603 affordable dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 100 2018: 100 2020: 100 2022: 100 2024: 100 2026: 103		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
As at 1 <sup>st</sup> April 2017 there had been no Affordable completions on Strategic Housing Site D.	As at 1 <sup>st</sup> April 2018 there had been no affordable completions on Strategic Housing Site D.	As at 1 <sup>st</sup> April 2019 there were no affordable completions on Strategic Housing Site D.	As at 1 <sup>st</sup> April 2020 there were 13 affordable completions on Strategic Housing Site D.	As at 1 <sup>st</sup> April 2021 there were 14 affordable completions on Strategic Housing Site D.	As at 1 <sup>st</sup> April 2022 there were 21 affordable completions on Strategic Housing Site D.

**Analysis**

To date there have been 48 completed affordable dwellings on Strategic Site D, this is lower than the required cumulative total by 2022 of 400 dwellings as set out in the target indicator above. Whilst the required target number of dwellings has not be reached, there has been very significant progress on the site in terms of the initial phases being built with many planning applications either having been granted planning permission, or currently under consideration by the Council.

**Recommendations**

No action required continue to monitor.

## Topic Area: Affordable Dwelling Completions on Strategic Site E South of Creigiau

Relevant LDP Policies: KP2, KP13

Indicator reference: OB2 S022

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total annual affordable dwelling completions of Strategic Housing Site E – South of Creigiau		195 affordable dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 150 2018: 300 2020: 200		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
As at 1 <sup>st</sup> April 2017 there had been no completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2018 there had been no completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2019 there were no affordable completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2020 there were no affordable completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2021 there were no affordable completions on Strategic Housing Site E.	As at 1 <sup>st</sup> April 2022 there were no affordable completions on Strategic Housing Site E.

**Analysis**

As at 1st April 2022 there have been no completions at Strategic Site E and so the delivery target of 195 affordable dwellings by 2020, as originally anticipated has not been met. However, a planning application has now been submitted for the site and is currently being determined. The Council will continue to monitor progress at Land South of Creigiau and will endeavour to process the application efficiently, preventing any further unnecessary delay to the delivery of the site.

**Recommendations**

No action required continue to monitor.

## Topic Area: Affordable Dwelling Completions on Strategic Site F North East Cardiff

Relevant LDP Policies: KP2, KP13

Indicator reference: OB2 S023

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target			Trigger	
<b>LOCAL</b> Total annual affordable dwelling completions of Strategic Housing Site F – North East Cardiff (West of Pontprennau)		1,350 affordable dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016 : 54 2018: 359 2020: 242 2022: 242 2024: 243			Failure to deliver the required number of dwellings for each 2 year period.	
<b>Performance 1<sup>st</sup></b> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	<b>Performance 2<sup>nd</sup></b> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	<b>Performance 3<sup>rd</sup></b> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	<b>Performance 4<sup>th</sup></b> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	<b>Performance 5<sup>th</sup></b> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	<b>Performance 6<sup>th</sup></b> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022	



As at 1st April 2017 there had been no completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2018 there had been no completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2019 there were no affordable completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2020 there were 3 affordable completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2021 there were 3 affordable completions on Strategic Housing Site F.	As at 1 <sup>st</sup> April 2022 there were 18 affordable completions on Strategic Housing Site F.
<b>Analysis</b>					
<p>While the delivery target of 897 affordable dwellings by 2022 as originally anticipated, has not been met there are a number of consented and live applications on the site which are summarised below:</p> <ul style="list-style-type: none"> <li>• 14/02891 (Outline Application) for up to 1,000 dwellings</li> <li>• 19/01113 (Reserved Matters) Phase 3 Parish Reach permission for 271 dwellings not started</li> <li>• 19/2053 (Reserved Matters) Phase 1B &amp; 1C, Churchlands permission for 92 dwellings under construction</li> <li>• 19/02677 (Reserved Matters) Phase 2B, Churchlands permission for 62 dwellings under construction</li> </ul> <p>It is clear that progress is gradually being made with reserved matters being approved and a number of phases under construction. It is considered that delivery rates will significantly increase over the next year due to land ownership issues being resolved and further Reserved Matters application due to be submitted.</p> <p>As with several strategic sites, the initial lag is considered in part reflective of land ownership/legal technicalities between developers and landowners and also the complexity of securing planning consents and accompanying Section 106 Agreements which fully deliver the Council's aspirations as set out in the LDP. The Council will continue to monitor progress at North East Cardiff and will endeavour to process any forthcoming applications efficiently to avoid any further delay.</p>					
<b>Recommendations</b>					
No action required continue to monitor.					

## Topic Area: Affordable Dwelling Completions on Strategic Site G East of Pontprennau Link Road

Relevant LDP Policies: KP2, KP13

Indicator reference: OB2 S024

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Total annual affordable dwelling completions of Strategic Housing Site G – East of Pontprennau Link Road		390 affordable dwellings will be delivered over the remainder of the Plan period on this Strategic Site in accordance with the 2 year cumulative delivery rates set out below. Expected delivery rates are based on developer intentions: 2016: 42 2018: 113 2020: 86 2022: 81 2024: 60		Failure to deliver the required number of dwellings for each 2 year period.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
As at 1st April 2017 there had been no affordable	As at 1 <sup>st</sup> April 2018 there had been 39 affordable housing	As at 1 <sup>st</sup> April 2019 there were 53 affordable	As at 1 <sup>st</sup> April 2020 there were 14 affordable	As at 1 <sup>st</sup> April 2021 there were 15 affordable	As at 1 <sup>st</sup> April 2022 there were no affordable

completions on Strategic Housing Site G.	completions on Strategic Housing Site G.	completions on Strategic Housing Site G.	completions on Strategic Housing Site G.	completions on Strategic Housing Site G.	completions on Strategic Housing Site G.
<b>Analysis</b>					
To date there have been 121 completed affordable dwellings on Strategic Site G, this is lower than the required cumulative total by 2022 of 322 dwellings as set out in the target indicator above. Whilst the required target number of dwellings has not be reached, there has been very significant progress on the site which is due to be completed within the plan period.					
<b>Recommendations</b>					
No action required continue to monitor.					

## Topic Area: Changes in Market Value of Property

**Relevant LDP Policies:** KP13, H3

**Indicator reference:** OB2 SO25

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Changes in market value of property in Cardiff on Greenfield and Brownfield areas		Provide 6,646 affordable units over the remaining Plan period based on achieving 30% on Greenfield sites and 20% on Brownfield sites. Expected delivery rate to meet the target set out below: 2016: 735 2018: 1,207 2020: 1,224 2022: 1,191 2024: 1,181 2026: 1,108		An increase or decrease of 10% of market values of properties in Cardiff on Greenfield and Brownfield areas	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
Data not available for 2016/17.	Data not available for 2017/18.	Data not available for 2018/19.	Data not available for 2019/20.	Data not available for 2020/21.	Data not available for 2021/22.
<b>Analysis</b>					
It is not considered that this indicator provides a useful assessment of the performance of the LDP and is not something that the Plan could seek to have any significant influence.					

**Recommendations**

As the data is not readily available it is suggested that the indicator is deleted and not monitored in future Annual Monitoring Reports.

## Topic Area: Flexibility Allowance

Relevant LDP Policies: KP1

Indicator reference: OB2 SO26

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Need for release of additional housing land identified in the flexibility allowance		To ensure sufficient land is brought forward for development in accordance with the Plan strategy and to maintain a minimum 5 year supply of land as set out in the JHLAS.		Build rates exceed the anticipated number of completions as set out in indicator OB2 SO4 by the 1st Plan review i.e., more than 13,910 dwellings completed between 2014 - 2020	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
Build rates have not exceeded the anticipated number of completions as set out in Indicator OB2 S04.	Build rates have not exceeded the anticipated number of completions as set out in Indicator OB2 S04.	Build rates have not exceeded the anticipated number of completions as set out in Indicator OB2 S04.	Build rates have not exceeded the anticipated number of completions as set out in Indicator OB2 S04.	Build rates have not exceeded the anticipated number of completions as set out in Indicator OB2 S04.	Build rates have not exceeded the anticipated number of completions as set out in Indicator OB2 S04.
<b>Analysis</b>					
As set out in paragraph 4.25 of the Cardiff Local Development Plan, the LDP tests of soundness required that LDPs are sufficiently flexible to positively respond to a change in circumstances. However, as expected the need to release additional land is not necessary as build rates have not exceed the anticipated number of completions as set out in Indicator OB2 S04.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## **Topic Area: Affordable Housing SPG**

**Relevant LDP Policies:** KP13, H3

**Indicator reference:** OB2 SO27

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Affordable Housing SPG				Failure to adopt SPG within 6 months of Plan adoption	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
Detailed supplementary guidance relating to affordable housing incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to affordable housing incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to affordable housing incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to affordable housing incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to affordable housing incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to affordable housing incorporated in the Planning Obligations SPG which was approved by the Council in January 2017
<b>Analysis</b>					
Detailed supplementary guidance relating to affordable housing provision has been incorporated in the Planning Obligations SPG which was approved by the Council on 26 <sup>th</sup> January 2017. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					

<b>Recommendations</b>
No action required.



## **Topic Area: Houses in Multiple Occupation SPG**

**Relevant LDP Policies:** H5

**Indicator reference:** OB2 SO28

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Houses in Multiple Occupation SPG				Failure to adopt SPG within 6 months of Plan adoption	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Houses in Multiple Occupation SPG was approved in January 2017	The Houses in Multiple Occupation SPG was approved in January 2017	The Houses in Multiple Occupation SPG was approved in January 2017	The Houses in Multiple Occupation SPG was approved in January 2017	The Houses in Multiple Occupation SPG was approved in January 2017	The Houses in Multiple Occupation SPG was approved in January 2017
<b>Analysis</b>					
The SPG was approved by Council on 26 <sup>th</sup> January 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					
<b>Recommendations</b>					
No action required.					

## **Topic Area: Planning Obligations SPG**

**Relevant LDP Policies:** KP7

**Indicator reference:** OB2 SO29

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Planning Obligations SPG				Failure to adopt SPG within 12 months of Plan adoption	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Planning Obligations SPG was approved in January 2017	The Planning Obligations SPG was approved in January 2017	The Planning Obligations SPG was approved in January 2017	The Planning Obligations SPG was approved in January 2017	The Planning Obligations SPG was approved in January 2017	The Planning Obligations SPG was approved in January 2017
<b>Analysis</b>					
The SPG was approved by Council on 26 <sup>th</sup> January 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					
<b>Recommendations</b>					
No action required.					

## **Topic Area: Community Facilities and Residential Development SPG**

Relevant LDP Policies: C1

Indicator reference: OB2 SO30

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Community Facilities and Residential Development SPG				Failure to adopt SPG within 18 months of Plan adoption	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Detailed supplementary guidance relating to community facilities and residential development has been incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to community facilities and residential development has been incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to community facilities and residential development has been incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to community facilities and residential development has been incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to community facilities and residential development has been incorporated in the Planning Obligations SPG which was approved by the Council in January 2017	Detailed supplementary guidance relating to community facilities and residential development has been incorporated in the Planning Obligations SPG which was approved by the Council in January 2017

<b>Analysis</b>
Detailed supplementary guidance relating to community facilities and residential development has been incorporated in the Planning Obligations SPG which was approved by the Council on 26th January 2017. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.
<b>Recommendations</b>
No action required.

## Topic Area: Childcare Facilities SPG

Relevant LDP Policies: C1

Indicator reference: OB2 SO31

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Childcare Facilities SPG				Failure to adopt SPG within 18 months of Plan adoption	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Childcare Facilities SPG was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Childcare Facilities SPG was approved in November 2017	The Childcare Facilities SPG was approved in November 2017	The Childcare Facilities SPG was approved in November 2017	The Childcare Facilities SPG was approved in November 2017	The Childcare Facilities SPG was approved in November 2017
<b>Analysis</b>					
The SPG was approved by Council on 30 <sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					

<b>Recommendations</b>
No action required.

## Topic Area: Planning for Health and Wellbeing SPG

Relevant LDP Policies: C6

Indicator reference: OB2 SO32

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
LOCAL Health SPG				Failure to adopt SPG within 18 months of Plan adoption	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Planning for Health and Wellbeing SPG issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Planning for Health and Wellbeing SPG was approved in November 2017	The Planning for Health and Wellbeing SPG was approved in November 2017	The Planning for Health and Wellbeing SPG was approved in November 2017	The Planning for Health and Wellbeing SPG was approved in November 2017	The Planning for Health and Wellbeing SPG was approved in November 2017
Analysis					
The SPG was approved by Council on 30 <sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					

<b>Recommendations</b>
No action required.



## Topic Area: Gypsy and Traveller Sites SPG

Relevant LDP Policies: H8

Indicator reference: OB2 SO33

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Gypsy and Traveller Sites SPG				Failure to adopt SPG within 18 months of Plan adoption	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Gypsy and Traveller Sites SPG is due to be issued for public consultation in March 2018	Further work will be undertaken to assess the deliverability or otherwise of SPG preparation, and if so, the appropriate timescale.	Further work will be undertaken to assess the deliverability or otherwise of SPG preparation, and if so, the appropriate timescale.	Further work will be undertaken to assess the deliverability or otherwise of SPG preparation, and if so, the appropriate timescale.	Further work will be undertaken to assess the deliverability or otherwise of SPG preparation, and if so, the appropriate timescale.	Further work will be undertaken to assess the deliverability or otherwise of SPG preparation, and if so, the appropriate timescale.
<b>Analysis</b>					
At the current juncture, the need to prepare this guidance will be more fully assessed as the existing policy framework is considered sufficient and appropriate. Further work will be undertaken to assess the deliverability or otherwise of SPG preparation, and if so, the appropriate timescale.					
<b>Recommendations</b>					
No action required. Continue to monitor.					

**Objective 3 – To deliver economic and social needs in a co-ordinated way that respects Cardiff’s environment and responds to the challenges of climate change**

**Topic Area: Flood Risk**

**Relevant LDP Policies:** KP3(A), KP3(B), KP5, KP15, KP16, KP18, EN14

**Indicator reference:** OB3 EN1

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>Core</b> Amount of development (by TAN15 paragraph 5.1 development category) permitted in C1 floodplain area not meeting all TAN 15 tests		No permissions granted for highly vulnerable development within C1 floodplain area that does not meet TAN 15 tests		1 application permitted for development in any 1 year that does not meet TAN 15 tests	
<b>Performance 1<sup>st</sup></b> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	<b>Performance 2<sup>nd</sup></b> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	<b>Performance 3<sup>rd</sup></b> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	<b>Performance 4<sup>th</sup></b> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	<b>Performance 5<sup>th</sup></b> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	<b>Performance 6<sup>th</sup></b> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No applications were permitted in C1 Floodplain areas that did not meet all TAN 15 tests	2 applications were permitted in C1 Floodplain areas that did not meet all TAN 15 tests	2 applications were permitted in C1 Floodplain areas that did not meet all TAN 15 tests	2 applications were permitted in C1 Floodplain areas that did not meet all TAN 15 tests	2 applications were permitted in C1 Floodplain areas that did not meet all TAN 15 tests	1 application was permitted in C1 Floodplain areas that did not meet all TAN 15 tests
<b>Analysis</b>					
During the 6 <sup>th</sup> monitoring period 1 application for highly vulnerable development were permitted in Zone C1. This application related to change of use from a hair salon back to a residential dwelling and whilst it was acknowledged that TAN15 is a material					

consideration in the determination of the application, greater weight has been given to other material factors to justify highly vulnerable development in this location. These factors included the fact the dwelling was located within an existing residential area and would provide for additional housing stock within previously developed land and is sited within a sustainable location near local amenities and public transport links. Given this it is considered that Policy EN14 is functioning effectively.

The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Flood Risk

**Relevant LDP Policies:** KP3(A), KP3(B), KP5, KP15, KP16, KP18, EN14

**Indicator reference:** OB3 EN2

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>Core</b> Amount of development (by TAN15 paragraph 5.1 development category) permitted in C2 floodplain areas		No permissions granted for highly vulnerable development within C2 floodplain area		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	<b>Performance 2<sup>nd</sup></b> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	<b>Performance 3<sup>rd</sup></b> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	<b>Performance 4<sup>th</sup></b> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	<b>Performance 5<sup>th</sup></b> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	<b>Performance 6<sup>th</sup></b> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No applications permitted in C2 floodplain Areas.	No applications permitted in C2 floodplain Areas.	No applications permitted in C2 floodplain Areas.	1 application was permitted in C2 floodplain Areas.	No applications permitted in C2 floodplain Areas.	No applications permitted in C2 floodplain Areas.
<b>Analysis</b>					
During the 6 <sup>th</sup> monitoring period no applications for highly vulnerable development was permitted in Zone C2 without flood mitigation measures which was confirmed as appropriate through advice provided by NRW.					
Given this it is considered that Policy EN14 is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## Topic Area: Water Quality

**Relevant LDP Policies:** KP15, KP16, KP18, EN4, EN10, EN11 & EN14

**Indicator reference:** OB3 EN3

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Percentage of water bodies of good status		No planning consents granted planning permission contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)
<b>Analysis</b>					
No applications have been approved contrary to the advice of Dwr Cymru / Welsh Water or Natural Resources Wales concerning status of water bodies.					

<b>Recommendations</b>
No action is required at present. Continue to monitor.

## Topic Area: Water Quality

**Relevant LDP Policies:** KP15, KP16, KP18, EN4, EN10, EN11 & EN14

**Indicator reference:** OB3 EN4

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of permissions granted where there is a known risk of deterioration in status		No planning consents granted planning permission contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)
<b>Analysis</b>					
No applications have been approved contrary to the advice of Dwr Cymru / Welsh Water or Natural Resources Wales concerning status of water bodies.					

<b>Recommendations</b>
No action is required at present. Continue to monitor.



## Topic Area: Water Quality

**Relevant LDP Policies:** KP15, KP16, KP18, EN4, EN10, EN11 & EN14

**Indicator reference:** OB3 EN5

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of permissions incorporating measures designed to improve water quality where appropriate		No planning consents granted planning permission contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)	No applications have been approved contrary to the advice of Natural Resources Wales and/or Dŵr Cymru (Welsh Water)
<b>Analysis</b>					
No applications have been approved contrary to the advice of Dwr Cymru / Welsh Water or Natural Resources Wales concerning measures to improve water quality.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## Topic Area: Water Quality and Quantity

Relevant LDP Policies: KP18, EN11 & EN14

Indicator reference: OB3 EN6

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of planning permissions granted contrary to the advice of the water supplier concerning adequate levels of water quality and quantity and waste water provision		No planning consents issued where there is an objection concerning provision of water quality and quantity and waste water from water supplier		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No planning consents issued where there is an outstanding objection from the water supplier	No planning consents issued where there is an outstanding objection from the water supplier	No planning consents issued where there is an outstanding objection from the water supplier	No planning consents issued where there is an outstanding objection from the water supplier	No planning consents issued where there is an outstanding objection from the water supplier	No planning consents issued where there is an outstanding objection from the water supplier
<b>Analysis</b>					
No applications have been approved where there is an outstanding objection from Dwr Cymru / Welsh Water concerning provision of water quality and quantity and waste water from water supplier.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## **Topic Area: Green Wedge**

**Relevant LDP Policies: Policies:** KP3(A): Green Wedge, EN1: Countryside Protection

**Indicator reference: OB3 EN7**

**Contextual Changes:** There have been no significant contextual changes relating to the policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
The number of inappropriate developments permitted within the Green Wedge that do not satisfy LDP policies.		No inappropriate developments granted planning permission contrary to policies KP3 (A) and EN1.		No inappropriate developments granted planning permission contrary to policies KP3 (A) and EN1.	
<b>Performance 1<sup>st</sup> AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup> AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup> AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup> AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup> AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup> AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No applications permitted in the Green Wedge that do not satisfy policy.	No applications permitted in the Green Wedge that do not satisfy policy.	No applications permitted in the Green Wedge that do not satisfy policy.	No applications permitted in the Green Wedge that do not satisfy policy.	No applications permitted in the Green Wedge that do not satisfy policy.	No applications permitted in the Green Wedge that do not satisfy policy.
<b>Analysis</b>					
During the 6th monitoring period no applications for inappropriate development were permitted within the Green Wedge designation. It is considered that all the relevant applications approved during the monitoring period were considered to be policy compliant and did not impact on the openness of the Green Wedge.					
Given this it is considered that Policy KP3(A) is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## Topic Area: Special Landscape Areas

Indicator reference: EN3: Landscape

Indicator reference: OB3 EN8

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>Core</b> The number of planning permissions granted contrary to Policy EN3 which would cause unacceptable harm to Special Landscape Areas		No development granted planning permission contrary to Policy EN3 which would cause unacceptable harm to Special Landscape Areas		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No applications permitted within a Special Landscape Area that does not satisfy policy	No applications permitted within a Special Landscape Area that does not satisfy policy	No applications permitted within a Special Landscape Area that does not satisfy policy	No applications permitted within a Special Landscape Area that does not satisfy policy	No applications permitted within a Special Landscape Area that does not satisfy policy	No applications permitted within a Special Landscape Area that does not satisfy policy
<b>Analysis</b>					
During the 6th monitoring no applications were approved on land within a Special Landscape Area contrary to Policy EN3 which would cause unacceptable harm to Special Landscape Areas. It is considered that the policy framework relating to this issue is functioning effectively and the Council will continue to monitor this indicator to determine the effectiveness of this policy framework.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor					

## **Topic Area: Ancient Semi-Natural Woodland**

**Relevant LDP Policies:** EN8: Trees, Woodlands and Hedgerows

**Indicator reference:** OB3 EN9

**Contextual Changes:** There have been no significant contextual changes relating to the policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Ancient Semi-Natural Woodland		No inappropriate developments granted planning permission contrary to Policy EN8.		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
No applications permitted within areas of Ancient Semi Natural Woodland that do not satisfy policy.	No applications permitted within areas of Ancient Semi Natural Woodland that do not satisfy policy.	No applications permitted within areas of Ancient Semi Natural Woodland that do not satisfy policy.	No applications permitted within areas of Ancient Semi Natural Woodland that do not satisfy policy.	No applications permitted within areas of Ancient Semi Natural Woodland that do not satisfy policy.	No applications permitted within areas of Ancient Semi Natural Woodland that do not satisfy policy.
<b>Analysis</b>					
During the 6th monitoring period no inappropriate developments in areas of ancient woodland were granted planning permission contrary to Policy EN 8. It is considered that approved applications were overall policy compliant/policy compliant subject to conditions/recommendations placed on the permission.					
The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## **Topic Area: SSSI's and SNCI's**

**Relevant LDP Policies:** EN1-8

**Indicator reference:** OB3 EN10

**Contextual Changes:** There have been no significant contextual changes relating to the policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> The number of planning permissions granted on SSSI or SINC designated areas.		No planning permissions granted permission that would result in an unacceptable impact which could not be mitigated against on an SSSI or SINC that does not satisfy LDP policies		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No applications were permitted on SSSIs and SINC's that do not satisfy policy	No applications were permitted on SSSIs and SINC's that do not satisfy policy	No applications were permitted on SSSIs and SINC's that do not satisfy policy	No applications were permitted on SSSIs and SINC's that do not satisfy policy	No applications were permitted on SSSIs and SINC's that do not satisfy policy	No applications were permitted on SSSIs and SINC's that do not satisfy policy
<b>Analysis</b>					
During the 6th monitoring period no applications were granted permission that would result in an unacceptable impact which could not be mitigated against or managed on an SSSI or SINC designated areas. Applications permitted were policy compliant/compliant subject to conditions /recommendations placed on the permission.					
The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					

## Topic Area: Environment

Relevant LDP Policies: EN1 – EN8

Indicator reference: OB3 EN11

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>Core</b> Number of planning applications granted which have an adverse effect on the integrity of a Natura 2000 site		Ensure protection of European designated sites as required by paragraph 5.3.9 in Planning Policy Wales, Annex 3 in TAN 5 and policies.		<b>Trigger</b> No applications were permitted on Natura 2000 sites that do not comply with policy	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No applications were permitted on Natura 2000 sites that do not comply with policy.	No applications were permitted on Natura 2000 sites that do not comply with policy.	No applications were permitted on Natura 2000 sites that do not comply with policy.	No applications were permitted on Natura 2000 sites that do not comply with policy.	No applications were permitted on Natura 2000 sites that do not comply with policy.	No applications were permitted on Natura 2000 sites that do not comply with policy.
Analysis					
During the 6th monitoring period of the relevant applications approved no applications were permitted on Natura 2000 sites that were not considered policy compliant or compliant subject to conditions/recommendations placed on the permission.					
The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
Recommendations					
No action is required at present. Continue to monitor					

## Topic Area: Natural Environment

Relevant LDP Policies: EN1– EN8

Indicator reference: OB3 EN12

**Contextual Changes:** There have been no contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of planning applications granted which would result in detriment to the favourable conservation status of EU protected species in their natural range or significant harm to species protected by other statute		No application granted permission that would result in detriment to the maintenance of the favourable conservation status of EU protected species in their natural range or significant harm to species protected by other statute		1 application permitted contrary to the advice of NRW or the authority's ecologist	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
No developments have been permitted contrary to the advice of NRW or the authority's ecologist	No developments have been permitted contrary to the advice of NRW or the authority's ecologist	No developments have been permitted contrary to the advice of NRW or the authority's ecologist	No developments have been permitted contrary to the advice of NRW or the authority's ecologist	No developments have been permitted contrary to the advice of NRW or the authority's ecologist	No developments have been permitted contrary to the advice of NRW or the authority's ecologist
<b>Analysis</b> During the 6 <sup>th</sup> monitoring period, of the relevant applications approved, it is considered that no applications were approved contrary to the advice of NRW or the authority's Ecologist. Approved applications were considered to be overall policy compliant/policy compliant subject to conditions/recommendations placed on the permission.					



The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Open Space Provision

Relevant LDP Policies: KP16, KP18, C5

Indicator reference: OB3 EN13

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Achievement of functional open space requirement across Cardiff as set out in Policy C5		2.43 Ha functional open space per 1,000 population		Less than 2.43 Ha functional open space per 1,000 population	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
Latest figures show 1.18 ha of functional open space per 1,000 population in Cardiff.	Latest figures show 1.16 ha of functional open space per 1,000 population in Cardiff.	Latest figures show 1.15 ha of functional open space per 1,000 population in Cardiff.	Latest figures show 1.17 ha of functional open space per 1,000 population in Cardiff.	Latest figures show 1.17 ha of functional open space per 1,000 population in Cardiff.	Latest figures show 1.16 ha of functional open space per 1,000 population in Cardiff.
For all types of open space, the equivalent figure is 7.44 ha of open space per 1,000 population.	For all types of open space, the equivalent figure is 8.07 of open space per 1,000 population.	For all types of open space, the equivalent figure is 8.10 of open space per 1,000 population.	For all types of open space, the equivalent figure is 8.03 of open space per 1,000 population.	For all types of open space, the equivalent figure is 8.03 of open space per 1,000 population.	For all types of open space, the equivalent figure is 8.10 of open space per 1,000 population.

**Analysis**

The latest survey of open space (2022) shows that the baseline figure for the 6<sup>th</sup> Annual Monitoring Report is 1.16 ha of functional open space per 1,000 population in Cardiff compared to an equivalent figure of 1.17 ha in the 5<sup>th</sup> Annual Monitoring Report. This figure increases if you include educational playing fields to 1.86 functional open space per 1,000 population in Cardiff and if you include all types of open space (functional amenity open space) the equivalent figure is 8.10 ha of open space per 1,000 population, well in excess of the indicator target and a rise of 9% when compared to 2016/17.

Although there has been a very marginal decrease in the figure since the first Annual Monitoring Report significant additional functional open space will be provided in conjunction with the large strategic housing sites which are at the very early stages of development. Once significant progress has been made on these sites it is anticipated that the amount of functional open space per 1,000 population will increase over and above the baseline figure identified above.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Air Quality

Relevant LDP Policies: EN13

Indicator reference: OB3 EN14

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of Air Quality Management Areas		No more than 4 current AQMA in action		One or more additional AQMA	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
There are currently 4 AQMA's within Cardiff meaning there has been no change in the number of AQMA's during the monitoring period	There are currently 4 AQMA's within Cardiff meaning there has been no change in the number of AQMA's during the monitoring period	There are currently 4 AQMA's within Cardiff meaning there has been no change in the number of AQMA's during the monitoring period	There are currently 4 AQMA's within Cardiff meaning there has been no change in the number of AQMA's during the monitoring period	There are currently 4 AQMA's within Cardiff meaning there has been no change in the number of AQMA's during the monitoring period	There are currently 4 AQMA's within Cardiff meaning there has been no change in the number of AQMA's during the monitoring period
<b>Analysis</b>					
There are currently four established AQMAs within Cardiff:					
<ol style="list-style-type: none"> <li>1. Cardiff City Centre- declared 1st April 2013</li> <li>2. Llandaff- declared 1st April 2013</li> <li>3. Stephenson Court- declared 1<sup>st</sup> December 2010</li> </ol>					

#### 4. Ely Bridge- declared 1st Feb 2007

Each of these AQMAs was declared as a result of road-traffic derived Nitrogen Dioxide. There is one action plan in place for Ely Bridge AQMA and interim Action Plans have prepared for Cardiff City Centre, Llandaff and Stephenson Court AQMAs.

These recommend that further monitoring is undertaken and set out measures to improve air quality in these areas. Such measures include Environmental Health Officers working closely with Planning Officers to advise on any development with the potential for detrimental impacts on air quality, requesting Air Quality Assessments and applying conditions where necessary and working to reduce traffic and emissions through implementation of the Transport and Clean Air Green Paper.

#### **Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Open Space SPG

Relevant LDP Policies: C4, C5

Indicator reference: OB3 EN15

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Open Space SPG				Failure to adopt SPG within 6 months of adoption of the Plan	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Green Infrastructure SPG, incorporating guidance on open space was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Green Infrastructure SPG, incorporating guidance on open space was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on open space was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on open space was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on open space was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on open space was approved in November 2017
Analysis					
The Open Space SPG has been incorporated in the Green Infrastructure SPG which was approved by Council on 30 <sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					

<b>Recommendations</b>
No action is required.

## Topic Area: Public Rights of Way and Development SPG

Relevant LDP Policies: T1

Indicator reference: OB3 EN16

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Public Rights of Way and Development SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Green Infrastructure SPG, incorporating guidance on public rights of way was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Green Infrastructure SPG, incorporating guidance on public rights of way was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on public rights of way was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on public rights of way was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on public rights of way was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on public rights of way was approved in November 2017



**Analysis**

The Public Rights of Way and Development SPG has been incorporated in the Green Infrastructure SPG which was approved by Council on 30<sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.

**Recommendations**

No action is required.

## Topic Area: Trees and Development SPG

Relevant LDP Policies: EN8

Indicator reference: OB3 EN17

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Trees and Development SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Green Infrastructure SPG, incorporating guidance on trees and development was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Green Infrastructure SPG, incorporating guidance on trees and development was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on trees and development was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on trees and development was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on trees and development was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on trees and development was approved in November 2017

<b>Analysis</b>
The Trees and Development SPG has been incorporated in the Green Infrastructure SPG which was approved by Council on 30 <sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.
<b>Recommendations</b>
No action is required.

## **Topic Area: Biodiversity SPG**

**Relevant LDP Policies:** EN5, EN6, EN7

**Indicator reference:** OB3 EN18

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Biodiversity SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Green Infrastructure SPG, incorporating guidance on biodiversity was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Green Infrastructure SPG, incorporating guidance on biodiversity was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on biodiversity was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on biodiversity was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on biodiversity was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on biodiversity was approved in November 2017
<b>Analysis</b>					
The Biodiversity SPG has been incorporated in the Green Infrastructure SPG which was approved by Council on 30 <sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					

<b>Recommendations</b>
No action is required.

## Topic Area: Flooding SPG

Relevant LDP Policies: EN14

Indicator reference: OB3 EN19

**Contextual Changes:** The requirements of the SPG have changed significantly from those originally foreseen, giving rise to the need for extensive additional technical work resulting from the forthcoming implementation of schedule 3 of the Flood Water and Management Act 2010 which will make sustainable drainage mandatory for certain types of development.

Indicator		Target		Trigger	
<b>LOCAL</b> Flooding SPG				Failure to adopt SPG within 12 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	<b>Performance 2<sup>nd</sup></b> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	<b>Performance 3<sup>rd</sup></b> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	<b>Performance 4<sup>th</sup></b> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	<b>Performance 5<sup>th</sup></b> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	<b>Performance 6<sup>th</sup></b> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Flooding SPG is due to be issued for public consultation in March 2018.	The draft Flooding SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation	The draft Flooding SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation	The draft Flooding SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation	The draft Flooding SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation	The draft Flooding SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation
<b>Analysis</b>					
The Council adopted the LDP on the 28th of January 2016. The intention was that the SPG should have been adopted by the end of January 2017.					
However, progress on the document has been delayed due to the extensive additional technical work which has been required in preparing the guidance due to the implementation of schedule 3 of the Flood Water and Management Act 2010 (commenced on					

the 7th January 2019) which made sustainable drainage mandatory for certain types of development, in combination with limitations of workloads and staffing capacity.

Preparatory work on the SPG is ongoing prior to it being reviewed and finalised internally and issued for public consultation. An update on this will be provided in 7<sup>th</sup> AMR in 2023.

**Recommendations**

No action is required. Continue to monitor.

## Topic Area: Natural Heritage Network SPG

Relevant LDP Policies: KP16, EN3 - EN8

Indicator reference: OB3 EN20

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Natural Heritage Network SPG				Failure to adopt SPG within 12 months of adoption of the Plan	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Green Infrastructure SPG, incorporating guidance on the natural heritage network was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Green Infrastructure SPG, incorporating guidance on the natural heritage network was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on the natural heritage network was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on the natural heritage network was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on the natural heritage network was approved in November 2017	The Green Infrastructure SPG, incorporating guidance on the natural heritage network was approved in November 2017



**Analysis**

The Natural Heritage Network SPG has been incorporated in the Green Infrastructure SPG which was approved by Council on 30<sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.

**Recommendations**

No action is required.

## Topic Area: Archaeologically Sensitive Areas SPG

Relevant LDP Policies: EN14

Indicator reference: OB3 EN21

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Archaeologically Sensitive Areas SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	<b>Performance 2<sup>nd</sup></b> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	<b>Performance 3<sup>rd</sup></b> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	<b>Performance 4<sup>th</sup></b> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	<b>Performance 5<sup>th</sup></b> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	<b>Performance 6<sup>th</sup></b> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The Archaeologically Sensitive Areas SPG is due to be issued for public consultation in March 2018.	Consultation on the Archaeologically Sensitive Areas SPG was undertaken in November/December 2018 and was approved in July 2018.	Consultation on the Archaeologically Sensitive Areas SPG was undertaken in November/December 2018 and was approved in July 2018.	Consultation on the Archaeologically Sensitive Areas SPG was undertaken in November/December 2018 and was approved in July 2018.	Consultation on the Archaeologically Sensitive Areas SPG was undertaken in November/December 2018 and was approved in July 2018.	Consultation on the Archaeologically Sensitive Areas SPG was undertaken in November/December 2018 and was approved in July 2018.
<b>Analysis</b>					
The SPG was approved by Council on 19 <sup>th</sup> July 2018 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					

<b>Recommendations</b>
No action is required.

## Objective 4 – To create sustainable neighbourhoods that form part of a sustainable city

### Topic Area: Renewable Energy

Relevant LDP Policies: EN12

Indicator reference: OB4 SN1

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> The number and capacity of renewable energy developments permitted		An increase in the number of renewable energy schemes permitted		No increase in the number of renewable energy schemes permitted for two or more consecutive years	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No notable renewable energy schemes were permitted during the monitoring period.	5 planning applications were granted during the year which incorporated solar energy amounting to 0.05MW in total	1 planning application was granted for a 9.5 MW biomass plant at Rover Way and 9 planning applications were granted during the year which incorporated solar energy amounting to 0.52 MW in total	1 planning application was granted for an 8.7 MW Solar Farm on the former Lamby Way tip site and 1 application was granted during the year which incorporated solar energy amounting to 0.003 MW.	1 planning application was granted for a 9.5 MW Biomass Plant on Rover Way and 1 application was granted during the year which incorporated solar energy amounting to 0.01 MW	No notable renewable energy schemes were permitted during the monitoring period.

**Analysis**

In many respects, it is considered that there is relatively limited scope for renewable energy in Cardiff. Unlike some other local authorities in Wales, Cardiff has no Strategic Search Areas (TAN8) thereby restricting the potential for harnessing large-scale onshore wind power. With regards to other technologies, Cardiff is a relatively small area with much of its land already developed. Outside the urban areas, topography, environmental constraints plus relatively high land values constrain opportunities for medium-large renewable energy generation. There are however exceptions, within the former docklands two notable schemes are already in operation including an Energy Recovery Facility in Splott (30MW) and more recently a biomass plant in Tremorfa (2MW) and a Solar Farm (8.7MW) on the former Lamby Way tip. Planning permission was also granted in June 2018 and renewed in January 2021 for a biomass plant at Rover Way (9.5MW).

It should also be noted that under the provisions of The Town and Country Planning (General Permitted Development) (Amendment) (Wales) Order 2012, householders and businesses benefit from 'permitted development' rights relating to microgeneration/small-scale renewable energy technologies. Given the extent of these rights, it is inevitable that many small-scale renewable energy schemes will take place in Cardiff without the need for obtaining planning permission. Subsequently, holistic monitoring of renewable energy developments is not possible and certain developments will not be captured by this monitoring indicator.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Waste Management Capacity

**Relevant LDP Policies:** KP12, W1

**Indicator reference:** OB4 SN2

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Maintain a sufficient amount of land and facilities to cater for Cardiff's waste capacity		Maintain a sufficient capacity to cater for Cardiff's waste (to be confirmed at a regional level in accordance with TAN21)		No trigger	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
A sufficient amount of land and facilities are available to cater for Cardiff's waste capacity	A sufficient amount of land and facilities are available to cater for Cardiff's waste capacity	A sufficient amount of land and facilities are available to cater for Cardiff's waste capacity	A sufficient amount of land and facilities are available to cater for Cardiff's waste capacity	A sufficient amount of land and facilities are available to cater for Cardiff's waste capacity	A sufficient amount of land and facilities are available to cater for Cardiff's waste capacity
<b>Analysis</b>					
TAN21 and its associated regional monitoring reports are used to monitor whether each region has enough capacity to manage its waste arisings and anticipate when additional regional capacity will be needed. Cardiff is part of the South East Wales Region. The latest regional monitoring report available is the 'Waste Planning Monitoring Report: South East Wales' published in April 2016. This concluded that there is no further need for landfill capacity within the South East Wales region and that any proposals for further residual waste treatment should be carefully assessed to ensure that the facility would not result in over-provision.					
No significant waste developments were granted permission within the monitoring period.					

Therefore, it is considered that policies KP12 and W1 are functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.

**Recommendations**

No action required at present. Continue to monitor.

## Topic Area: Household Waste Recycling

**Relevant LDP Policies:** KP12, W1, W2

**Indicator reference:** OB4 SN3

**Contextual Changes:** There have been no contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Amount of household waste recycled		Minimum Overall Recycling - 58% by 2016, 64% by 2020 and 70% by 2025. Maximum Landfill = n/a by 2016, 10% by 2020 and 5% by 2025		Minimum Overall Recycling - 58% by 2016, 64% by 2020 and 70% by 2025. Maximum Landfill = n/a by 2016, 10% by 2020 and 5% by 2025	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The amount of household waste recycled in 2015/16 was 58.2% and amount sent to landfill was 7.5%	The amount of household waste recycled in 2016/17 was 58.1% and amount sent to landfill was 1.6%	The amount of household waste recycled in 2017/18 was 58.3% and amount sent to landfill was 1%	The amount of household waste recycled in 2018/19 was 59.2% and amount sent to landfill was 3%	The amount of household waste recycled in 2019/20 was 58.1% and amount sent to landfill was 3%	The amount of household waste recycled in 2020/21 was 55.8% and amount sent to landfill was 1%
<b>Analysis</b>					
Latest figures produced by Welsh Government show that the household recycling rate in 2020/21 was 55.8% which was below the target for recycling in 2020 of 64% set out above. This rate shows a slight drop on 2019/20 but overall, there has been a general upward trend over the last few years as rates in 2013/14 were 49.7%. Only 1% of household waste was sent to landfill in 2020/21 which is below the 10% target for 2020 set out above. This percentage represents a significant reduction from 2012/13 when 39% was sent to landfill.					



<b>Recommendations</b>
No action is required at present. Continue to monitor.

## **Topic Area: Waste Management Applications**

**Relevant LDP Policies:** KP12, W1, W2

**Indicator reference:** OB4 SN4

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Applications received for waste management uses on B2 sites		Maintain a sufficient range and choice of waste management facilities		1 or more applications refused in any 1 year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No applications for waste management uses on B2 land refused	No applications for waste management uses on B2 land refused	No applications for waste management uses on B2 land refused	No applications for waste management uses on B2 land refused	No applications for waste management uses on B2 land refused	No applications for waste management uses on B2 land refused
<b>Analysis</b>					
During the monitoring period, no applications for waste management uses on B2 land were refused.					
Therefore, it is considered that policies KP12 and W2 are functioning effectively in this regard. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
<b>Recommendations</b>					
No action at present. Continue to monitor.					

## Topic Area: Landbank of Crushed Rock Reserves

Relevant LDP Policies: KP11

Indicator reference: OB4 SN5

**Contextual Changes:** There have been no contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Maintain a minimum 10 year landbank of crushed rock reserves		10 year supply		Less than 10 year supply	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
More than 10 year supply maintained throughout the plan period	More than 10 year supply maintained throughout the plan period	More than 10 year supply maintained throughout the plan period	More than 10 year supply maintained throughout the plan period	More than 10 year supply maintained throughout the plan period	More than 10 year supply maintained throughout the plan period
<b>Analysis</b>					
The most recent published data on the landbank is the SWRAWP Annual Report 2019, published in May 2021. This states that Cardiff has a landbank of 28 years based on a three-year average of sales (2017-2019) and 30 years based on a ten year average of sales (2010-2019). The Council cannot publish information on rates of sales in relation to reserves in an uncollated format, due to the need to protect the commercial confidentiality of operators.					

Given that there would be a landbank in excess of 10 years at the end of the plan period in 2026, it is considered that mineral policies are functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Sand Wharf Protection Areas

Relevant LDP Policies: KP11, M6

Indicator reference: OB4 SN6

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Amount of development within Sand Wharf Protection Area		No permanent development which would prejudice the ability to land marine dredged sand and gravel will be permitted within the safeguarded sand wharfs which is contrary to Policy M6		1 application permitted for development in any 1 year	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No applications permitted within the Sand Wharf Protection Area	No applications permitted within the Sand Wharf Protection Area	No applications permitted within the Sand Wharf Protection Area	No applications permitted within the Sand Wharf Protection Area	No applications permitted within the Sand Wharf Protection Area	No applications permitted within the Sand Wharf Protection Area
Analysis					
During the monitoring period no applications were permitted within the Sand Wharf Protection Area. It is, therefore, considered that policy M6 is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.					
Recommendations					
No action is required at present. Continue to monitor.					

## **Topic Area: Mineral Safeguarding Areas**

**Relevant LDP Policies:** KP11, M7

**Indicator reference:** OB4 SN7

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Amount of development permitted within a mineral safeguarding area		No permanent sterilising development as defined in MPPW/MTAN1 will be permitted within a Mineral Safeguarding Area which is contrary to Policy M7 of the Plan		1 application permitted for development in any year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No permanently sterilising developments permitted contrary to policy M7	No permanently sterilising developments permitted contrary to policy M7	No permanently sterilising developments permitted contrary to policy M7	No permanently sterilising developments permitted contrary to policy M7	No permanently sterilising developments permitted contrary to policy M7	No permanently sterilising developments permitted contrary to policy M7
<b>Analysis</b>					
<p>During the monitoring period, seven applications within mineral safeguarding areas were approved:</p> <ul style="list-style-type: none"> <li>• An application for a new vehicular and pedestrian bridge over the Radyr to Pontypridd railway line within the sand and gravel safeguarding area. Whilst this could represent a permanently sterilising development, it is acknowledged that there is an overriding need for the incompatible development which overrides the need for the resource. It is, therefore, considered that the application accords with policy M7.</li> <li>• Three applications for repairs to existing buildings on Flat Holm Island, which would have no additional impact upon the limestone safeguarding area;</li> </ul>					

- Applications within the limestone safeguarding area to extend a cricket training facility and provide floodlighting to the existing tennis courts at Creigiau Recreation Ground, which are not considered to be permanently sterilising developments.

It is, therefore, considered that policy M7 is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.

**Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Mineral Permissions

Relevant LDP Policies: M2

Indicator reference: OB4 SN8

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of planning permissions permitted for extraction of aggregate mineral not in line with Policy M2		0 Planning permissions permitted		1 application permitted for development in any 1 year	
<b>Performance 1<sup>st</sup></b> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	<b>Performance 2<sup>nd</sup></b> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	<b>Performance 3<sup>rd</sup></b> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	<b>Performance 4<sup>th</sup></b> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	<b>Performance 5<sup>th</sup></b> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	<b>Performance 6<sup>th</sup></b> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No applications permitted for extraction in line with policy M2	No applications permitted for extraction in line with policy M2	No applications permitted for extraction in line with policy M2	No applications permitted for extraction in line with policy M2	No applications permitted for extraction in line with policy M2	No applications permitted for extraction in line with policy M2
<b>Analysis</b>					
No applications were permitted for the extraction of aggregate which were not considered to accord with Policy M2.					
<b>Recommendations</b>					
No action is required at present. Continue to monitor.					



## Topic Area: Mineral Buffer Zones

Relevant LDP Policies: M4

Indicator reference: OB4 SN9

**Contextual Changes:** There have been no contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of planning permissions for inappropriate development e.g., dwellings/ mineral working, permitted in Minerals Buffer Zones contrary to policy M4		1 planning permission permitted		1 application permitted for development in any one year	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
No applications for inappropriate development permitted within the Minerals Buffer Zones	No applications for inappropriate development permitted within the Minerals Buffer Zones	No applications for inappropriate development permitted within the Minerals Buffer Zones	No applications for inappropriate development permitted within the Minerals Buffer Zones	No applications for inappropriate development permitted within the Minerals Buffer Zones	No applications for inappropriate development permitted within the Minerals Buffer Zones
<b>Analysis</b>					
During the monitoring period three applications were approved for development within minerals buffer zones: <ul style="list-style-type: none"> <li>Two applications for additional sports facilities at an existing recreation ground within the buffer zone surrounding Creigiau Quarry. These developments are not considered 'sensitive development' and as they relate to an existing land use, would not cause any further sterilisation of the mineral resource;</li> </ul>					

- A householder application for an extension to an existing house within the buffer zone surrounding Cefn Garw Quarry. As this relates to an existing residential use, it is not considered that there would be any detrimental impact upon the buffer zone.

Therefore, no applications for inappropriate development were permitted within the Minerals Buffer Zones. It is, therefore, considered that policy M4 is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.

### **Recommendations**

No action is required at present. Continue to monitor.

## Topic Area: Prohibition Orders on dormant Mineral Sites

Relevant LDP Policies: M3

Indicator reference: OB4 SN10

**Contextual Changes:** There have been no contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of prohibition orders issued on dormant sites		Ensure that those dormant sites deemed not likely to be re-worked in the future (as part of the annual review) are served with prohibition orders		LPA fails to serve prohibition orders on sites that are deemed not likely to be re-worked in the future	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No prohibition orders served in the monitoring period. Work has progressed in securing the closure of southern and western parts of Creigiau Quarry in line with M3	No prohibition orders served in the monitoring period. Work has progressed in securing the closure of southern and western parts of Creigiau Quarry in line with M3	No prohibition orders served in the monitoring period	No prohibition orders served in the monitoring period	No prohibition orders served in the monitoring period	No prohibition orders served in the monitoring period
Analysis					
The Council has not served any prohibition orders within the monitoring period.					

The discharge of the remaining conditions relating to planning permission 15/01953/MJR at Creigiau Quarry has continued during the monitoring period. The permission allows an extension to the south east area of Creigiau Quarry and includes the relinquishment of southern and western parts of the quarry, in line with Policy M3 'Quarry Closures and Extension Limits'.

Further research and investigation into the appropriateness of serving prohibition orders should be carried out. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.

**Recommendations**

Further research on prohibition orders is required. Continue to monitor.

## Topic Area: Historic Environment

**Relevant LDP Policies:** KP 17: Built Heritage, EN9: Conservation of the Historic Environment

**Indicator reference:** OB4 SN11

**Contextual Changes:** There have been no contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Number of applications permitted contrary to Policy EN9 that would adversely affect Scheduled Ancient Monuments, registered historic parks and gardens, Listed Buildings or Conservation Areas		No developments permitted over the course of the Plan where there is an outstanding objection from statutory heritage advisors or that would adversely affect Scheduled Ancient Monuments, registered historic parks and gardens, Listed Buildings or Conservation Areas.		1 application permitted for development in any 1 year where there is an outstanding objection from statutory heritage advisors	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
No developments have been permitted with an outstanding objection from statutory heritage advisors	No developments have been permitted with an outstanding objection from statutory heritage advisors	No developments have been permitted with an outstanding objection from statutory heritage advisors	No developments have been permitted with an outstanding objection from statutory heritage advisors	No developments have been permitted with an outstanding objection from statutory heritage advisors	No developments have been permitted with an outstanding objection from statutory heritage advisors
Analysis					
During the 6 <sup>th</sup> monitoring period it is considered that no developments were permitted where there is an outstanding objection from statutory heritage advisors or that would adversely affect historic environment assets. Applications were considered to be policy compliant/policy compliant subject to conditions/recommendations placed on the permission.					

<b>Recommendations</b>
No action is required at present. Continue to monitor.

## Topic Area: Delivery of Strategic Site Infrastructure

**Relevant LDP Policies:** KP2(A-H), KP4 and KP6

**Indicator reference:** OB4 SN12

**Contextual Changes:** There have been no significant changes relating to this policy area during the monitoring period.

Indicator		Target			Trigger	
<b>LOCAL</b> Delivery of each key principle from the Strategic Sites Masterplanning Framework as embedded in the LDP to ensure delivery of key infrastructure including sustainable transportation interventions, social and community facilities, together with any other key Masterplanning requirements.		Failure of any key principles being effectively delivered in accordance with details which are approved through the Development Management process (e.g., S106 obligations & planning conditions).			1 (or more) key principles not delivered.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022	
2017: Outline planning permission(s) have been granted at Strategic Sites:  C: (North West Cardiff), F: (North East Cardiff – West of	2018: Outline planning permission has been granted at Strategic Sites:  C: North West Cardiff (x4) D: Land North of Junction 33	2019: Outline planning permission has been granted at Strategic Sites:  C: North West Cardiff (x4) D: Land North of Junction 33	2020: Outline planning permissions have been granted at Strategic Sites:  C: NW Cardiff D: Land North of Junction 33 F: NE Cardiff	2021: Outline planning permissions have been granted at Strategic Sites:  C: NW Cardiff D: Land North of Junction 33 F: NE Cardiff	2021: Outline planning permissions have been granted at Strategic Sites:  C: NW Cardiff D: Land North of Junction 33 F: NE Cardiff	

<p>Pontprennau) and G: (East of Pontprennau Link Road).</p> <p>Associated S106 agreements are linked to infrastructure provision identified through policies KP2(A-H).</p> <p>To date, construction work has only commenced at Site G and the delivery of infrastructure provision identified through the associated S106 agreements will be monitored as schemes progress over the coming years.</p>	<p>F: North East Cardiff G: East of Pontprennau Link Road (x2)</p> <p>Full and/or Reserved Matters have been approved at sites:</p> <p>A: Central Enterprise Zone C: North West Cardiff (x3) G: East of Pontprennau Link Road (x4)</p> <p>Construction work has commenced at sites:</p> <p>A: Central Enterprise Zone C: North West Cardiff G: East of Pontprennau Link Road.</p>	<p>F: North East Cardiff G: East of Pontprennau Link Road (x2)</p> <p>Full and/or Reserved Matters have been approved at sites:</p> <p>A: Central Enterprise Zone C: North West Cardiff (x3) F: North East Cardiff G: East of Pontprennau Link Road (x4)</p> <p>Construction work has commenced at sites:</p> <p>A: Central Enterprise Zone C: North West Cardiff (x3) F: North East Cardiff</p>	<p>G: East of Pontprennau Link Road</p> <p>Live Outline Applications at Sites E and F</p> <p>Full and/or Reserved Matters have been granted/approved at sites:</p> <p>A: Central Enterprise Zone C: NW Cardiff D: North of M4 J33 F: NE Cardiff G: East of Pontprennau Link Road</p> <p>Construction work has commenced at sites:</p> <p>A: Central Enterprise Zone C: NW Cardiff D: North of M4 J33 F: NE Cardiff</p>	<p>G: East of Pontprennau Link Road</p> <p>Live Outline Applications at Sites A, E, F and H</p> <p>Full and/or Reserved Matters have been granted/approved at sites:</p> <p>A: Central Enterprise Zone C: NW Cardiff D: North of M4 J33 F: NE Cardiff G: East of Pontprennau Link Road</p> <p>Construction work has commenced at sites:</p> <p>A: Central Enterprise Zone B: Ferry Road (meanwhile use) C: NW Cardiff</p>	<p>G: East of Pontprennau Link Road H: South of St Mellons Business Park (<i>subject to S106</i>)</p> <p>Live Outline Applications at Sites A, E and F.</p> <p>Full and/or Reserved Matters have been granted/approved at sites:</p> <p>A: Central Enterprise Zone C: NW Cardiff D: North of M4 J33 F: NE Cardiff G: East of Pontprennau Link Road</p> <p>Construction work has commenced at sites:</p>
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	<p>The S106 Agreements for each of the Strategic Sites are linked to the infrastructure provision identified through LDP Policies KP2(A-H).</p> <p>The delivery of infrastructure provision is monitored as schemes progress and is summarised in Appendix 2 of the Cardiff Infrastructure Plan (Edition 2, Spring 2018).</p>	<p>G:East of Pontprennau Link Road (x2)</p> <p>The S106 Agreements for each of the Strategic Sites are linked to the infrastructure provision identified through LDP Policies KP2(A-H).</p> <p>The delivery of strategic site infrastructure is now being monitored through a series of bespoke monitoring documents that form part of the wider Cardiff Infrastructure Plan (see below).</p>	<p>G:East of Pontprennau Link Road</p> <p>The S106 Agreements for each of the Strategic Sites are linked to the infrastructure provision identified through LDP Policies KP2(A-H).</p> <p>The delivery of strategic site infrastructure is monitored through a series of bespoke monitoring documents that form part of the wider Cardiff Infrastructure Plan (see below).</p>	<p>D: North of M4 J33 F: NE Cardiff G:East of Pontprennau Link Road</p> <p>The S106 Agreements for each of the Strategic Sites are linked to the infrastructure provision identified through LDP Policies KP2(A-H).</p> <p>The delivery of strategic site infrastructure is monitored through a series of bespoke monitoring documents that form part of the wider Cardiff Infrastructure Plan (see below).</p>	<p>A: Central Enterprise Zone B: Ferry Road (meanwhile use) C: NW Cardiff D: North of M4 J33 F: NE Cardiff G: East of Pontprennau Link Road</p> <p>The S106 Agreements for each of the Strategic Sites are linked to the infrastructure provision identified through LDP Policies KP2(A-H).</p> <p>The delivery of strategic site infrastructure is monitored through a series of bespoke monitoring documents that form part of the wider Cardiff Infrastructure Plan (see below).</p>
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**Analysis**

Construction is being undertaken at Sites A (Central Enterprise Zone), C (North West Cardiff), D (Land North of Junction 33 on the M4), F (North East Cardiff) and G (East of Pontprennau Link Road). There are currently live outline planning applications at Strategic Sites A (Central Enterprise Zone), E (South of Creigiau) and F (North East Cardiff). Outline planning consent has recently been granted (*subject to S106*) at Site H (South of St Mellons Business Park). A meanwhile use is being constructed at Site B (Ferry Road).

In order to monitor ongoing progress at each of the strategic sites in terms of planning consents, development activity and infrastructure provision, a series of bespoke monitoring documents have been produced. These documents form part of the wider Cardiff Infrastructure Plan and are regularly updated to track progress on each of the sites. They are available to view on the Planning pages of the Council's website at [www.cardiff.gov.uk/planning](http://www.cardiff.gov.uk/planning) > [Major Development Activity Monitoring](#).

**Recommendations**

- Continue to monitor the delivery of Strategic Site infrastructure provision through regular updates of the 'Strategic Site Monitoring Documents'.
- No actions are triggered under the sixth year of performance monitoring.

## Topic Area: Cardiff Infrastructure Plan

Relevant LDP Policies: KP6

Indicator reference: OB4 SN13

**Contextual Changes:** There have been no significant changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Preparing an annual Infrastructure Plan and Infrastructure Plan Delivery Report update.		Update the Infrastructure Plan and Infrastructure Plan Delivery Report annually to reflect the latest available information with regard to key infrastructure, costs/funding and estimated timescales.		Failure to update the Infrastructure Plan and Infrastructure Plan Delivery Report annually.	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
The 2016 version of the Cardiff Infrastructure Plan was published in September. The 2017 version is being prepared in advance of completion later in the year.	The 2018 update of the Cardiff Infrastructure Plan has recently been completed and is due to be published in the autumn.	The 2019 update of the Infrastructure Plan is being undertaken. As part of this update, a series of new Strategic Site Monitoring Documents have been produced, which have been published on the Council's website.	The 2020 update of the Infrastructure Plan is being undertaken. As part of this, the Strategic Site Monitoring Documents for Spring 2020 have been published on the Council's website.	The 2021 update of the Infrastructure Plan is being undertaken. As part of this, the Strategic Site Monitoring Documents for Spring 2021 have been published on the Council's website.	The 2022 update of the Infrastructure Plan is being undertaken. As part of this, the Strategic Site Monitoring Documents for 2022 will be published on the Council's website.

<b>Analysis</b>
<ul style="list-style-type: none"><li>• A review / update of the Cardiff Infrastructure Plan is undertaken on an annual basis.</li><li>• As part of the annual review/update, a series of 'Strategic Site Monitoring Documents' have been produced to monitor ongoing progress in terms of planning consents, development activity and infrastructure provision at each of the Strategic Sites. The 2022 monitoring documents will be published on the Council's website.</li></ul>
<b>Recommendations</b>
No action required. Continue to monitor.

## Topic Area: Managing Transportation Impacts SPG

Relevant LDP Policies: T5

Indicator reference: OB4 SN14

**Contextual Changes:** There have been no contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>Local</b> Design and Parking Guidance SPG (incorporating Access, Circulation and Parking Requirements SPG and sustainable design guidance)		To deliver the SPG		Failure to adopt SPG within 6 months of adoption of the Plan	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022
In 2016-2017, the Draft SPG was in the process of being finalised in preparation for consultation.  Progress on the document having been delayed due to extensive additional technical work required in preparing the guidance, in combination with	Consultation on the SPG was undertaken between November and December 2017.  The SPG was subsequently adopted, having been approved by Council on the 19 <sup>th</sup> of July 2018.	The SPG was approved by Council on the 19 <sup>th</sup> of July 2018.	The SPG was approved by Council on the 19 <sup>th</sup> of July 2018.	The SPG was approved by Council on the 19 <sup>th</sup> of July 2018.	The SPG was approved by Council on the 19 <sup>th</sup> of July 2018.

limitations of workloads and staffing capacity.					
<b>Analysis</b>					
<p>The Council recommended to approve the 'Managing Transport Impacts SPG' (which incorporates the Design and Parking Guidance) on July 19th 2018. This document will now be considered in the determination of all subsequent planning applications.</p> <p>A commitment has been made to Council, to review the newly adopted SPG on at least a biennial basis, with the SPG serving as a 'live' working document, to be amended in response to changing approaches within Transport Policy.</p>					
<b>Recommendations</b>					
No action is required.					

## **Topic Area: Waste Management Facilities SPG**

**Relevant LDP Policies:** W1, W2

**Indicator reference:** OB4 SN15

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Locating Waste Management Facilities SPG				Failure to adopt SPG within 12 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Locating Waste Management Facilities SPG was approved in January 2017	The Locating Waste Management Facilities SPG was approved in January 2017	The Locating Waste Management Facilities SPG was approved in January 2017	The Locating Waste Management Facilities SPG was approved in January 2017	The Locating Waste Management Facilities SPG was approved in January 2017	The Locating Waste Management Facilities SPG was approved in January 2017
<b>Analysis</b>					
The SPG was approved by Council on 26 <sup>th</sup> January 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					
<b>Recommendations</b>					
No action is required.					

## **Topic Area: Infill Sites Design Guidance SPG**

Relevant LDP Policies: KP5

Indicator reference: OB4 SN16

Contextual Changes: There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Infill Sites Design Guidance SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Infill Sites Design Guidance SPG was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017	The Infill Sites Design Guidance SPG was approved in November 2017	The Infill Sites Design Guidance SPG was approved in November 2017	The Infill Sites Design Guidance SPG was approved in November 2017	The Infill Sites Design Guidance SPG was approved in November 2017	The Infill Sites Design Guidance SPG was approved in November 2017
<b>Analysis</b>					
The Infill Sites Design Guidance SPG was approved by Council on 30 <sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					



<b>Recommendations</b>
No action is required.

## **Topic Area: Tall Buildings SPG**

**Relevant LDP Policies:** KP5

**Indicator reference:** OB4 SN17

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Tall Buildings SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Tall Buildings SPG was approved in January 2017	The Tall Buildings SPG was approved in January 2017	The Tall Buildings SPG was approved in January 2017	The Tall Buildings SPG was approved in January 2017	The Tall Buildings SPG was approved in January 2017	The Tall Buildings SPG was approved in January 2017
<b>Analysis</b>					
The SPG was approved by Council on 26 <sup>th</sup> January 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					
<b>Recommendations</b>					
No action is required.					

## **Topic Area: Householder Design Guidance SPG**

**Relevant LDP Policies:** KP5

**Indicator reference:** OB4 SN18

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Householder Design Guidance SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Residential Design Guidance SPG was approved in January 2017	The Residential Design Guidance SPG was approved in January 2017	The Residential Design Guidance SPG was approved in January 2017	The Residential Design Guidance SPG was approved in January 2017	The Residential Design Guidance SPG was approved in January 2017	The Residential Design Guidance SPG was approved in January 2017
<b>Analysis</b>					
The SPG has been renamed Residential Design Guidance SPG and was approved by Council on 26 <sup>th</sup> January 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					
<b>Recommendations</b>					
No action is required.					

## **Topic Area: Public Art SPG**

**Relevant LDP Policies:** KP5

**Indicator reference:** OB4 SN19

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Public Art SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Public Art SPG is due to be issued for public consultation in March 2018.	The draft Public Art SPG is currently in preparation prior to being reviewed and finalised internally before being issued for public consultation.	It is proposed not to progress a Public Art SPG at this time. Refer to Analysis (below).	It is proposed not to progress a Public Art SPG at this time. Refer to Analysis (below).	It is proposed not to progress a Public Art SPG at this time. Refer to Analysis (below).	It is proposed not to progress a Public Art SPG at this time. Refer to Analysis (below).
<b>Analysis</b>					
Having reviewed the previous public art SPG, it is considered that through the related policies in the Local Development Plan and other existing (Cardiff Public Art Strategy) and recently produced (Public Art Protocol) public art guidance, there is not a need to produce an updated public art SPG at this time.					
This position will be reviewed annually to monitor if any significant contextual changes occur in the future.					
<b>Recommendations</b>					
<ul style="list-style-type: none"> <li>• Not to progress a Public Art SPG at this time.</li> <li>• To continue to monitor public art to identify any significant contextual changes during the monitoring period.</li> </ul>					

**Topic Area: Food, Drink and Leisure Uses SPG**

**Relevant LDP Policies:** R8

**Indicator reference:** OB4 SN20

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Food Drink and Leisure Uses and Premises for Eating, Drinking and Entertainment in Cardiff City Centre SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
The SPG was issued for public consultation in June 2017 and is due to be considered by Cabinet and Council for approval in October 2017.	The SPG was approved in November 2017	The SPG was approved in November 2017	The SPG was approved in November 2017	The SPG was approved in November 2017	The SPG was approved in November 2017
<b>Analysis</b>					
The SPG was approved by Council on 30 <sup>th</sup> November 2017 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					

<b>Recommendations</b>
No action is required.

## **Topic Area: Waste Collection and Storage Facilities SPG**

**Relevant LDP Policies:** W1, W2

**Indicator reference:** OB4 SN21

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

<b>Indicator</b>		<b>Target</b>		<b>Trigger</b>	
<b>LOCAL</b> Waste Collection and Storage Facilities SPG				Failure to adopt SPG within 18 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022</b>
The Waste Collection and Storage Facilities SPG was approved in October 2016	The Waste Collection and Storage Facilities SPG was approved in October 2016	The Waste Collection and Storage Facilities SPG was approved in October 2016	The Waste Collection and Storage Facilities SPG was approved in October 2016	The Waste Collection and Storage Facilities SPG was approved in October 2016	The Waste Collection and Storage Facilities SPG was approved in October 2016
<b>Analysis</b>					
The SPG was approved by Council on 20 <sup>th</sup> October 2016 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.					
<b>Recommendations</b>					
No action is required.					

## Topic Area: Flat Conversions SPG

Relevant LDP Policies: H5

Indicator reference: OB4 SN22

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target			Trigger	
<b>LOCAL</b> Design Guidance and Standards for Flat Conversions SPG					Failure to adopt SPG within 12 months of adoption of the Plan	
Performance 1 <sup>st</sup> AMR 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017	Performance 2 <sup>nd</sup> AMR 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> March 2018	Performance 3 <sup>rd</sup> AMR 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2019	Performance 4 <sup>th</sup> AMR 1 <sup>st</sup> April 2019 to 31 <sup>st</sup> March 2020	Performance 5 <sup>th</sup> AMR 1 <sup>st</sup> April 2020 to 31 <sup>st</sup> March 2021	Performance 6 <sup>th</sup> AMR 1 <sup>st</sup> April 2021 to 31 <sup>st</sup> March 2022	
The Design Guidance and Standards for Flat Conversions SPG is due to be issued for public consultation in March 2018	A draft of the Design Guidance and Standards for Flat Conversions SPG has been prepared and is currently being reviewed / finalised internally prior to being issued for public consultation	The Flat Conversions SPG was approved in March 2019	The Flat Conversions SPG was approved in March 2019	The Flat Conversions SPG was approved in March 2019	The Flat Conversions SPG was approved in March 2019	
<b>Analysis</b>						
The SPG was approved by Council on 28 <sup>th</sup> March 2019 and has been taken into consideration in all planning applications determined since that date. Given this, there is no need to continue to monitor this indicator, but the Council will continue to assess the effectiveness of the adopted SPG.						



<b>Recommendations</b>
No action is required.

## Topic Area: Renewable Energy Assessments SPG

Relevant LDP Policies: EN12

Indicator reference: OB4 SN23

**Contextual Changes:** There have been no significant contextual changes relating to this policy area during the monitoring period.

Indicator		Target		Trigger	
<b>LOCAL</b> Renewable Energy Assessments SPG				Failure to adopt SPG within 12 months of adoption of the Plan	
<b>Performance 1<sup>st</sup></b> <b>AMR 1<sup>st</sup> April 2016</b> <b>to 31<sup>st</sup> March 2017</b>	<b>Performance 2<sup>nd</sup></b> <b>AMR 1<sup>st</sup> April 2017</b> <b>to 31<sup>st</sup> March 2018</b>	<b>Performance 3<sup>rd</sup></b> <b>AMR 1<sup>st</sup> April 2018</b> <b>to 31<sup>st</sup> March 2019</b>	<b>Performance 4<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2019</b> <b>to 31<sup>st</sup> March 2020</b>	<b>Performance 5<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2020</b> <b>to 31<sup>st</sup> March 2021</b>	<b>Performance 6<sup>th</sup></b> <b>AMR 1<sup>st</sup> April 2021</b> <b>to 31<sup>st</sup> March 2022</b>
The Renewable Energy Assessments SPG is due to be issued for public consultation in March 2018	The draft Renewable Energy Assessment SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation	The draft Renewable Energy Assessment SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation	The draft Renewable Energy Assessment SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation	The draft Renewable Energy Assessment SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation	The draft Renewable Energy Assessment SPG is being prepared prior to being reviewed and finalised internally and issued for public consultation
<b>Analysis</b>					
The Council adopted the LDP on the 28th of January 2016. The intention was that the SPG should have been adopted by the end of January 2017. However, progress on the document has been delayed due to the technical nature of the document and the need to assess the implications of new renewable technologies and evolving national guidance on renewables, in combination with limitations of workloads and staffing capacity.					
<b>Recommendations</b>					
Prioritise resources to the delivery of the SPG as per the above timescales, to ensure adoption in 2023.					

## 6. Sustainability Appraisal Monitoring

### Methodology

The Sustainability Appraisal monitoring expands the assessment of the performance of the LDP against the Sustainability Appraisal (SA) Monitoring Objectives. The data collated includes a mix of qualitative and quantitative data with a commentary in the latter column to describe the progress and provide a recommendation.

Indicators may have been amended where there is a data gap to allow for similar information to be collated, the text is italicised to identify indicators where a change has been made. There is also overlap with some LDP indicators, these indicators are marked in bold and coloured green for clarity. This is intended to provide an indication of how the LDP monitoring and SA monitoring are interlinked. A brief commentary is provided although reference should be made to Section 5 LDP Policy Analysis for additional information.

There are a number of SA indicators where information is not published annually, for example those based on the census. The purpose of the monitoring framework is to review changes on an annual basis, as a consequence these are not necessarily going to be useful moving forward in terms of future monitoring. They have however been retained in order to provide a baseline, further work will be undertaken in time for the next AMR to determine whether alternative sources of information are available.

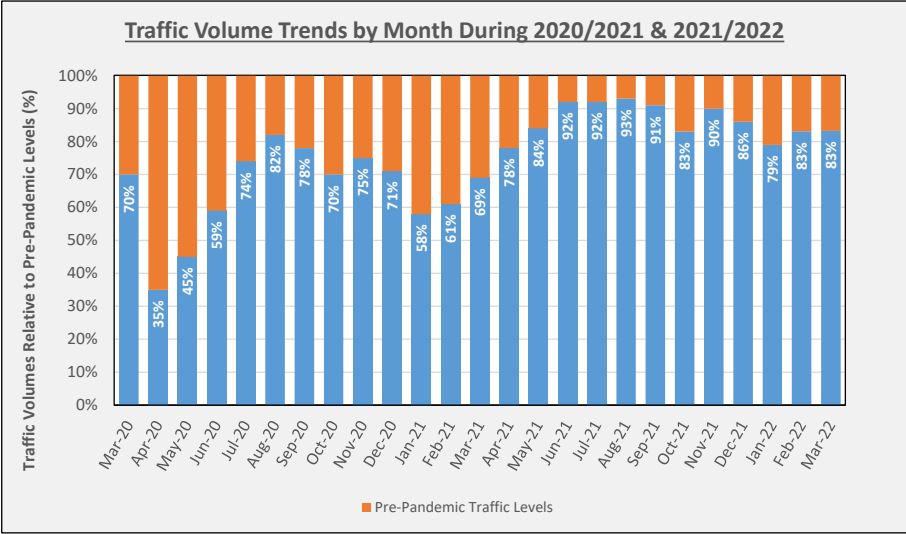
The traffic light rating system used for the LDP Monitoring Indicators has not been taken forward for use with the SA Monitoring. Many of the SA objectives are aspirational. In addition, the LDP alone would not be the only factor that would need to be considered in achieving their aims. The SA Monitoring does not include targets as such, unlike the LDP monitoring, it would therefore prove difficult to interpret the commentary into a traffic light rating. This is the fourth SA monitoring to be undertaken since the adoption of the LDP and it provides a comparison with the baseline data outlined in the 2017 and 2018 AMRs. Where applicable the direction of change compared to the first and second SA monitoring is included adjacent the data for this monitoring period. This will be utilised to assess the LDPs progression towards meeting the identified sustainable development indicators.

Information contained in the SA monitoring framework in the main relates to a wide range of data produced internally, by various departments of the Council and externally from other organisations. Where data has been sourced externally, a footnote is provided to ensure the data source is easily identifiable.

SA objective	Indicator	Target	Data	Commentary
1. Help deliver equality of opportunity and access for all	The percentage of population in the 100 most deprived wards in Wales	Reduction	12% is the 2015 baseline 2019 10% (↓)	The latest Welsh Index of Multiple Deprivation data from 2019 shows that 10% of the population of Cardiff is in the 100 most deprived wards in Wales
	The number of net additional affordable dwellings built	6,646 net affordable units over the remaining Plan period (representing an average of 22.8% of total housing provision)	1,812 (↑)	From 2014/15 to 2021/22 a total of 1,812 affordable dwellings were completed.
	Total number of Gypsy and Traveller pitches for residential accommodation	Net increase	No increase	Work ongoing to identify new site for Gypsy and Traveller pitches.

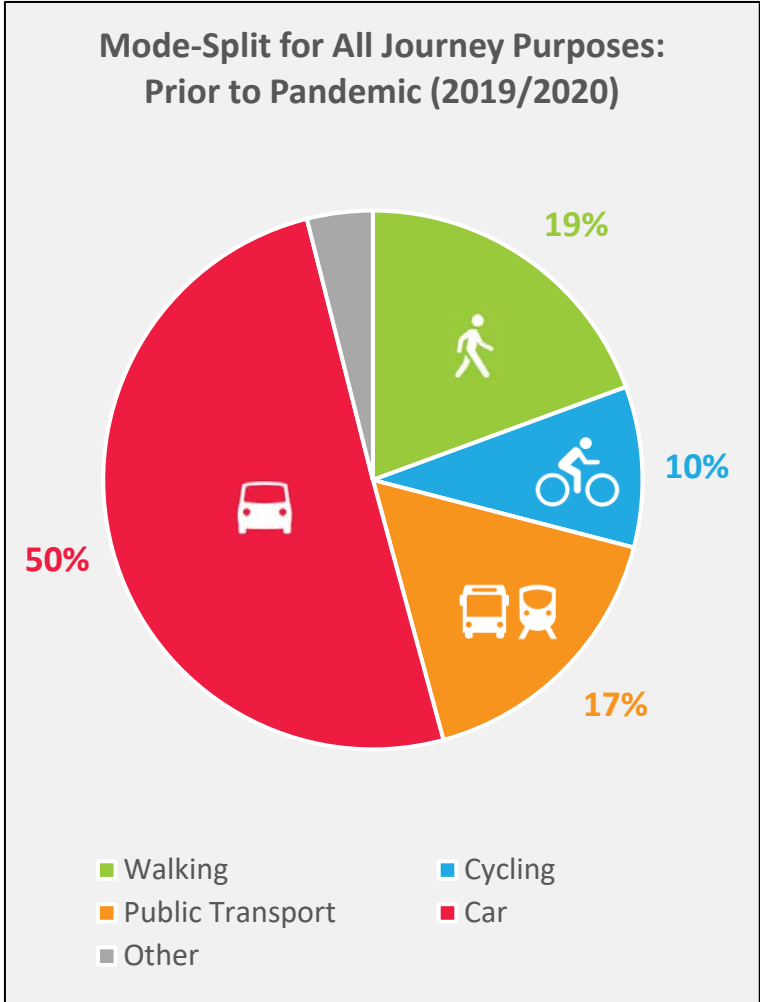
SA objective	Indicator	Target	Data	Commentary
2. Maintain and improve air quality	NO2 levels	40µgm3	Exceedance's of the 40µgm3 within the declared AQMAs	<p>Due to the reduction in traffic volumes as a result of the pandemic and national lockdown traffic volumes have decreased significantly in the last year and this reduction has translated to improvements in air quality. The average NO<sup>2</sup> levels for the City Centre AQMA and for Newport Road AQMA are presented in the graph below.</p>
3. Protect and enhance biodiversity, flora and fauna	Number and extent of designated sites of importance (SACs, SPAs, SSSIs, Ramsars, LNRs)	No loss of area	No loss of area	<p>It is considered that there has been no loss of area as a result of applications permitted within the monitoring period. It is considered that all relevant applications permitted during the monitoring period were policy compliant/compliant subject to conditions/recommendations placed on the permission</p>

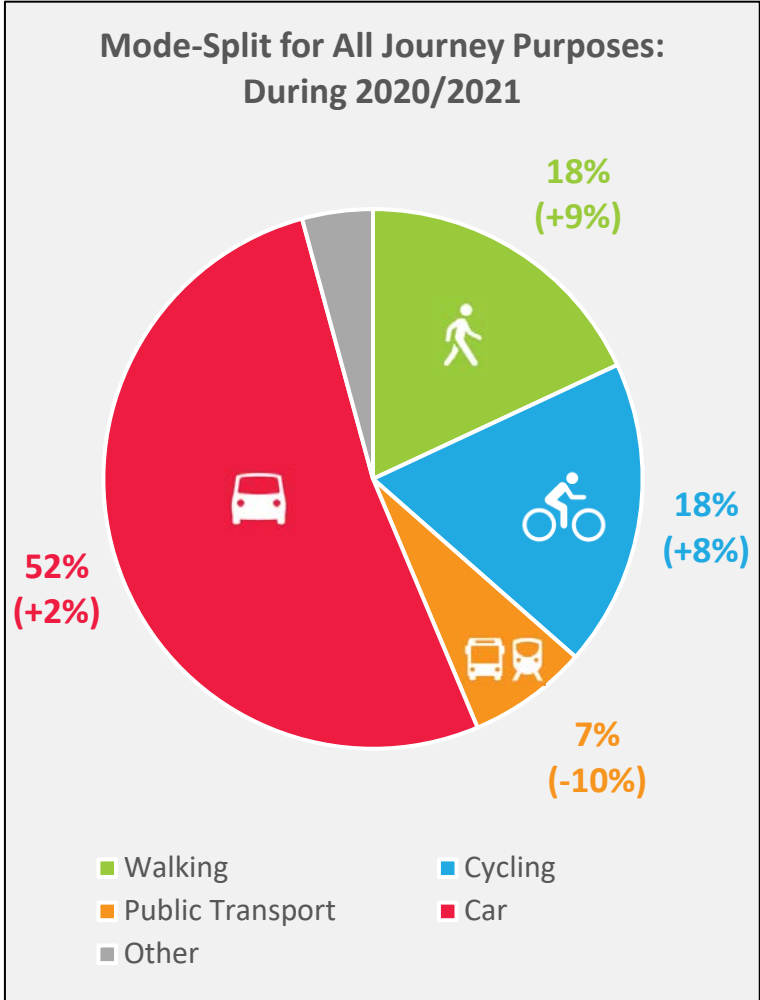
SA objective	Indicator	Target	Data	Commentary
	and SINCs, ancient woodland)			
	Condition of SSSIs	No reduction in condition	No reduction in condition	It is considered that there has been no reduction in the condition of SSSIs as a result of applications permitted within the monitoring period. It is considered that all relevant applications permitted during the monitoring period were policy compliant/ compliant subject to conditions/recommendations placed on the permission.
	Extent of Local Biodiversity Action Plan priority habitats	No reduction in extent		Local Biodiversity Action Plans are not currently being progressed. To be updated once a replacement has been established.
4. Reduce emissions of greenhouse gases that cause climate change and adapt to its effects	Traffic volumes (vehicle-km)	n/a	<p>Traffic volumes relative to pre-pandemic levels (2019):</p> <p>2020/2021 = 65% (↓) -35%</p> <p>2021/2022 = 86% (↑) +33%</p> <p>2015 = 2,927</p>	<p>Monitoring of this objective is usually via road traffic statistics published by the DfT. However, 2021 data is yet to be published, therefore traffic levels as determined by data from Cardiff's Traffic Control Room has been used instead.</p> <p>This shows that whilst traffic in 2021/2022 has increased by 33% from the low levels seen in 2020/2021 in response to the pandemic, nevertheless the traffic in 2021/2022 remain significantly down at 80% (-20%) relative to pre-pandemic levels.</p>

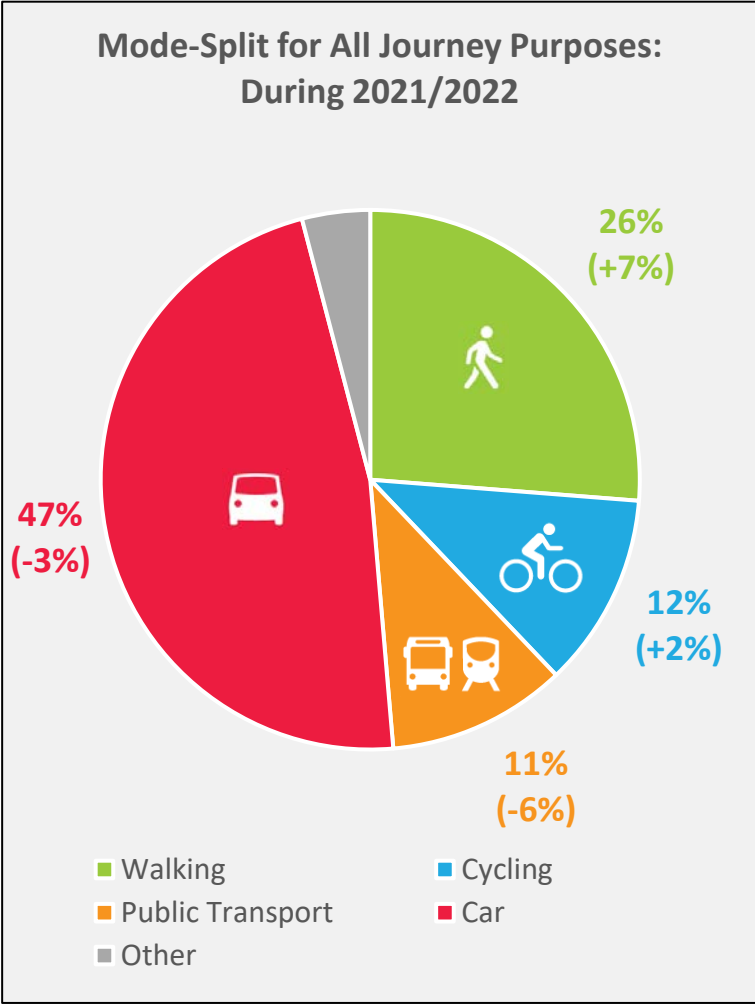
SA objective	Indicator	Target	Data	Commentary																																																				
			2016 = 2,978 (↑) +2.8% 2017 = 2,920 (↓) -0.7% 2018 = 2,999 (↑) +4.0% 2019 = 3,392 (↑) +1.8% 2020 = 2,646 (↓) -22%	Traffic volumes trends per month since March 2020 are set out in figure SA4.1.1 below.  <b>Figure: SA4.1.1</b>   <table border="1"> <caption>Traffic Volume Trends by Month During 2020/2021 &amp; 2021/2022</caption> <thead> <tr> <th>Month</th> <th>Pre-Pandemic Traffic Levels (%)</th> </tr> </thead> <tbody> <tr><td>Mar-20</td><td>70%</td></tr> <tr><td>Apr-20</td><td>35%</td></tr> <tr><td>May-20</td><td>45%</td></tr> <tr><td>Jun-20</td><td>59%</td></tr> <tr><td>Jul-20</td><td>74%</td></tr> <tr><td>Aug-20</td><td>82%</td></tr> <tr><td>Sep-20</td><td>78%</td></tr> <tr><td>Oct-20</td><td>70%</td></tr> <tr><td>Nov-20</td><td>75%</td></tr> <tr><td>Dec-20</td><td>71%</td></tr> <tr><td>Jan-21</td><td>58%</td></tr> <tr><td>Feb-21</td><td>61%</td></tr> <tr><td>Mar-21</td><td>69%</td></tr> <tr><td>Apr-21</td><td>78%</td></tr> <tr><td>May-21</td><td>84%</td></tr> <tr><td>Jun-21</td><td>92%</td></tr> <tr><td>Jul-21</td><td>92%</td></tr> <tr><td>Aug-21</td><td>93%</td></tr> <tr><td>Sep-21</td><td>91%</td></tr> <tr><td>Oct-21</td><td>83%</td></tr> <tr><td>Nov-21</td><td>90%</td></tr> <tr><td>Dec-21</td><td>86%</td></tr> <tr><td>Jan-22</td><td>79%</td></tr> <tr><td>Feb-22</td><td>83%</td></tr> <tr><td>Mar-22</td><td>83%</td></tr> </tbody> </table>	Month	Pre-Pandemic Traffic Levels (%)	Mar-20	70%	Apr-20	35%	May-20	45%	Jun-20	59%	Jul-20	74%	Aug-20	82%	Sep-20	78%	Oct-20	70%	Nov-20	75%	Dec-20	71%	Jan-21	58%	Feb-21	61%	Mar-21	69%	Apr-21	78%	May-21	84%	Jun-21	92%	Jul-21	92%	Aug-21	93%	Sep-21	91%	Oct-21	83%	Nov-21	90%	Dec-21	86%	Jan-22	79%	Feb-22	83%	Mar-22	83%
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	% of people walking, cycling, travelling by bus and train for	Increase	All Journey Purposes  Walking: 2019 = 19%	Due to the pandemic, it has not been feasible to undertake the usual Cardiff Annual Transport Survey since 2019, on which the monitoring for this objective is based, therefore other data sources have been relied upon over this period.																																																				

SA objective	Indicator	Target	Data	Commentary
	each journey purpose		2020 = 18% (↓) -1% 2021 = 26% (↑) +8%  Cycling: 2019 = 10% 2020 = 18% (↑) +8% 2021 = 12% (↓) -6%  Public Transport: 2019 = 17% 2020 = 7% (↓) -10% 2021 = 11% (↑) +4%  All Sustainable Modes: 2019 = 50% 2020 = 48% (↓) -2% 2021 = 53% (↑) +5%  Work	<p>The proportion of those walking has increased significantly from 2020/2021 (26% compared with 18%); similarly, the proportion of public transport use has also increased (11% compared with 7%). However, the proportion cycling has decrease from 18% to 12%, due in no small part to the return in use of public transport.</p> <p>The overall proportion travelling by sustainable modes has increased from 50% in 2019/2020, 48% in 2020/2021, to 53% in 2021/2022.</p> <p>A summary for the mode-split for all journeys between 2019 and 2021 is provided in figures SA4.2.1, SA4.2.2 and SA4.2.23, respectively.</p>



SA objective	Indicator	Target	Data	Commentary												
			<p>Walking:            2016 = 17.9%            2017 = 14.0%            (↓)            2018 = 15.0%            (↑)            2019 = 18.3%            (↑)</p> <p>Cycling:            2016 = 11.3%            2017 = 16.5%            (↑)            2018 = 20.3%            (↑)            2019 = 18.9%            (↓)</p> <p>Bus:            2016 = 10.0%            2017 = 9.7%            (↓)            2018 = 10.6%            (↑)            2019 = 15.9%            (↑)</p> <p>Train:            2016 = 7.6%            2017 = 6.8% (↓)</p>	<p><b>Figure: SA4.2.1</b></p>  <table border="1"> <caption>Mode-Split for All Journey Purposes: Prior to Pandemic (2019/2020)</caption> <thead> <tr> <th>Mode</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Car</td> <td>50%</td> </tr> <tr> <td>Walking</td> <td>19%</td> </tr> <tr> <td>Public Transport</td> <td>17%</td> </tr> <tr> <td>Cycling</td> <td>10%</td> </tr> <tr> <td>Other</td> <td>3%</td> </tr> </tbody> </table>	Mode	Percentage	Car	50%	Walking	19%	Public Transport	17%	Cycling	10%	Other	3%
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			<p>2018 = 6.4% (↓) 2019 = 6.6% (↑)</p> <p>Education</p> <p>Walking: 2016 = 27.6% 2017 = 23.3% (↓) 2018 = 26.6% (↑) 2019 = 21.9% (↓)</p> <p>Cycling: 2016 = 9.6% 2017 = 12.8% (↑) 2018 = 14.0% (↑) 2019 = 15.7% (↑)</p> <p>Bus: 2016 = 12.8% 2017 = 10.7% (↓) 2018 = 10.5% (↓)</p>	<p><b>Figure: SA4.2.2</b></p>  <p>The pie chart displays the mode-split for all journey purposes during 2020/2021. The largest segment is Car at 52%, which is a 2% increase from the previous period. Walking accounts for 18% (9% increase), Cycling for 18% (8% increase), and Public Transport for 7% (10% decrease). A small 'Other' category is also present but not labeled with a percentage.</p> <table border="1"> <caption>Mode-Split for All Journey Purposes: During 2020/2021</caption> <thead> <tr> <th>Mode</th> <th>Percentage</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>Car</td> <td>52%</td> <td>+2%</td> </tr> <tr> <td>Walking</td> <td>18%</td> <td>+9%</td> </tr> <tr> <td>Cycling</td> <td>18%</td> <td>+8%</td> </tr> <tr> <td>Public Transport</td> <td>7%</td> <td>-10%</td> </tr> <tr> <td>Other</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Mode	Percentage	Change	Car	52%	+2%	Walking	18%	+9%	Cycling	18%	+8%	Public Transport	7%	-10%	Other	-	-
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			<p>2019 = 13.4% (↑)</p> <p>Train: 2016 = 5.6% 2017 = 5.2% (↓) 2018 = 4.7% (↓) 2019 = 6.1% (↑)</p> <p>Shopping (City Centre)</p> <p>Walking: 2016 = 18.4% 2017 = 16.1% (↓) 2018 = 16.9% (↑) 2019 = 17.5% (↑)</p> <p>Cycling: 2016 = 6.6% 2017 = 7.8% (↑) 2018 = 12.2% (↑) 2019 = 10.9% (↓)</p>	<p><b>Figure: SA4.2.3</b></p>  <p><b>Mode-Split for All Journey Purposes: During 2021/2022</b></p> <table border="1"> <thead> <tr> <th>Mode</th> <th>Percentage</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>Car</td> <td>47%</td> <td>(-3%)</td> </tr> <tr> <td>Walking</td> <td>26%</td> <td>(+7%)</td> </tr> <tr> <td>Cycling</td> <td>12%</td> <td>(+2%)</td> </tr> <tr> <td>Public Transport</td> <td>11%</td> <td>(-6%)</td> </tr> <tr> <td>Other</td> <td>4%</td> <td></td> </tr> </tbody> </table>	Mode	Percentage	Change	Car	47%	(-3%)	Walking	26%	(+7%)	Cycling	12%	(+2%)	Public Transport	11%	(-6%)	Other	4%	
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			Bus: 2016 = 26.7% 2017 = 25.3% (↓) 2018 = 23.5% (↓) 2019 = 28.8% (↑)  Train: 2016 = 11.3% 2017 = 11.0% (↓) 2018 = 11.3% (↑) 2019 = 10.5% (↓)  Shopping (Other)  Walking: 2016 = 23.5% 2017 = 19.9% (↓) 2018 = 21.1% (↑) 2019 = 23.4% (↑)	

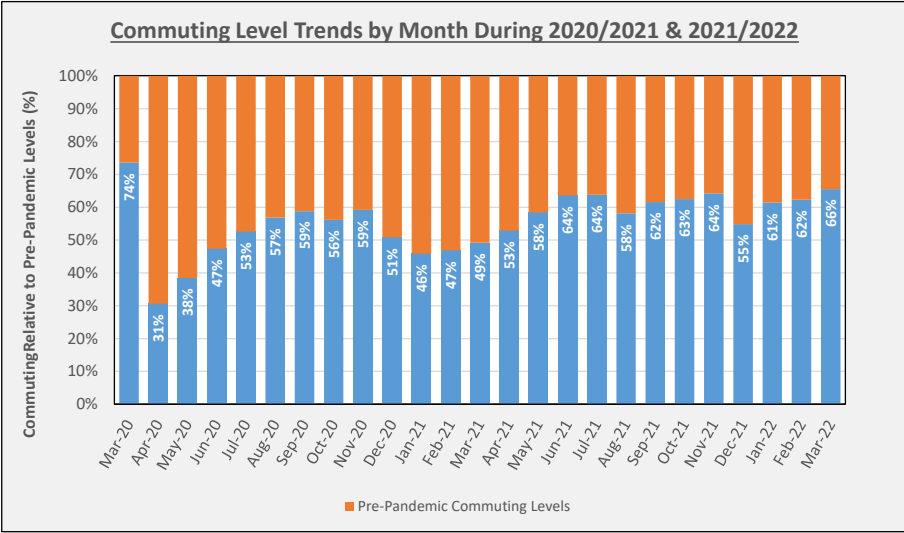
SA objective	Indicator	Target	Data	Commentary
			Cycling: 2016 = 6.0% 2017 = 6.6% (↑) 2018 = 9.7% (↑) 2019 = 9.0% (↓)  Bus: 2016 = 8.9% 2017 = 7.2% (↓) 2018 = 7.1% (↓) 2019 = 10.2% (↑)  Train: 2016 = 4.4% 2017 = 2.7% (↓) 2018 = 3.2% (↑) 2019 = 3.9% (↑)  Leisure  Walking: 2016 = 21.8% 2017 = 17.8% (↓) 2018 = 18.0% (↑)	

SA objective	Indicator	Target	Data	Commentary
			2019 = 17.4% (↓)  Cycling: 2016 = 10.0% 2017 = 10.8% (↑) 2018 = 13.9% (↑) 2019 = 13.2% (↓)  Bus: 2016 = 10.5% 2017 = 10.3% (↓) 2018 = 10.1% (↓) 2019 = 12.9% (↑)  Train: 2016 = 8.8% 2017 = 8.3% (↓) 2018 = 8.5% (↑) 2019 = 9.7% (↑)	
	No. residents working in Cardiff, no.	n/a	Commuting in Cardiff Overall:	The Annual Population Survey on which the Welsh Government statistics for commuting are derived, was not conducted in

SA objective	Indicator	Target	Data	Commentary																																													
	people commuting out of Cardiff, no. people commuting into Cardiff		2019/2020 = 100% 2020/2021 = 49% 2021/2022 = 60%  Residents Working in Cardiff: 2015 = 131,400 2016 = 139,500 (↑) 2017 = 139,600 ( ) 2018 = 157,400 (↑) 2019 = 161,700 (↑) 2021 = n/a 2021 = 157,400 (↓)  Residents Commuting Out of Cardiff: 2015 = 34,000 2016 = 27,700 (↓)	2020/2021 due to the pandemic; therefore 2021 has instead been compared against 2019 data in table SA4.3.1 below.  <b>Figure: SA4.3.1</b>  <table border="1"> <thead> <tr> <th>Origin:</th> <th>2019</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Blaenau Gwent</td> <td>1,800</td> <td>1600 (↓) -11%</td> </tr> <tr> <td>Bridgend</td> <td>9,000</td> <td>3,300 (↓) -63%</td> </tr> <tr> <td>Caerphilly</td> <td>15,400</td> <td>12,300 (↓) -20%</td> </tr> <tr> <td>Cardiff</td> <td>161,700</td> <td>157,400 (↓) -3%</td> </tr> <tr> <td>Merthyr Tydfil</td> <td>2,800</td> <td>1,900 (↓) -32%</td> </tr> <tr> <td>Monmouthshire</td> <td>2,100</td> <td>1,600 (↓) -24%</td> </tr> <tr> <td>Newport</td> <td>8,700</td> <td>6,500 (↓) -25%</td> </tr> <tr> <td>Rhondda Cynon Taf</td> <td>22,900</td> <td>17,300 (↓) -24%</td> </tr> <tr> <td>Vale of Glamorgan</td> <td>22,800</td> <td>18,000 (↓) -21%</td> </tr> <tr> <td>Torfaen</td> <td>3,600</td> <td>2,900 (↓) -19%</td> </tr> <tr> <td>TOTAL Region (excl. Cardiff)</td> <td>89,100</td> <td>65,400 (↓) -27%</td> </tr> <tr> <td>TOTAL Outside Region</td> <td>9,400</td> <td>10,100 (↑) +7%</td> </tr> <tr> <td>TOTAL Commuting In</td> <td>98,500</td> <td>75,500 (↓) -23%</td> </tr> <tr> <td>TOTAL Working in Cardiff</td> <td>260,200</td> <td>232,900 (↓) -10%</td> </tr> </tbody> </table> <p>As can be seen above, commuting journeys for all regional authorities in SE Wales have decreased significantly relative to 2019, with the most significant decrease being for Bridgend from 9,000 to 3,300 (-5,700 or -63%).</p> <p>However, commuting from outside the region has increased slightly from 9,400 to 10,100 (+700 or +7%). Similarly, travel from Cardiff to outside has seen an increase from 31,700 to 34300 (+2,600 or +8%).</p>	Origin:	2019	2022	Blaenau Gwent	1,800	1600 (↓) -11%	Bridgend	9,000	3,300 (↓) -63%	Caerphilly	15,400	12,300 (↓) -20%	Cardiff	161,700	157,400 (↓) -3%	Merthyr Tydfil	2,800	1,900 (↓) -32%	Monmouthshire	2,100	1,600 (↓) -24%	Newport	8,700	6,500 (↓) -25%	Rhondda Cynon Taf	22,900	17,300 (↓) -24%	Vale of Glamorgan	22,800	18,000 (↓) -21%	Torfaen	3,600	2,900 (↓) -19%	TOTAL Region (excl. Cardiff)	89,100	65,400 (↓) -27%	TOTAL Outside Region	9,400	10,100 (↑) +7%	TOTAL Commuting In	98,500	75,500 (↓) -23%	TOTAL Working in Cardiff	260,200	232,900 (↓) -10%
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SA objective	Indicator	Target	Data	Commentary
			2017 = 32,600 (↑) 2018 = 30,500 (↓) 2019 = 31,700 (↑) 2020 = n/a 2021 = 34,300 (↑)  Commuting into Cardiff from Outside: 2015 = 84,400 2016 = 89,700 (↑) 2017 = 88,800 (↓) 2018 = 98,300 (↑) 2019 = 98,500 ( ) 2020 = n/a 2021 = 75,500 (↓)  Total Working in Cardiff: 2015 = 215,400	<p>Comparing published mobility data, in 2020/2021 commuting was at 49% relative to 2019, and at 60% in 2021/2022. As of August 2022, commuting remains at around 60% (i.e. equivalent to 40% of the workforce continuing to work from home).</p> <p>Of note, Welsh Government has set a target in its 'Smarter Working: A Remote Working Strategy for Wales' and allied 'Llwybr Newydd: The Wales Transport Strategy 2021', for 30% of the workforce to be working remotely on a regular basis. In this they say – "Remote working is set out under Policy 30 - Enable people to work at or near to home and envisages a range of carbon savings."</p> <p>Based on analysis of the mobility data, commuting level trends by month are presented in figure SA4.3.1 below. As can be seen, commuting levels appear to have settled around the 60% level for some time, despite increasing moves by employers over this period towards adopting models for hybrid working or a phased return of its employees to the office.</p>



SA objective	Indicator	Target	Data	Commentary																																																				
			2016 = 229,200 (↑) 2017 = 228,400 ( ) 2018 = 255,700 (↑) 2019 = 260,200 (↑) 2020 = n/a 2021 = 232,900 (↓)	<p><b>Figure SA 4.3.1</b></p>  <table border="1"> <caption>Commuting Level Trends by Month During 2020/2021 &amp; 2021/2022</caption> <thead> <tr> <th>Month</th> <th>Commuting Relative to Pre-Pandemic Levels (%)</th> </tr> </thead> <tbody> <tr><td>Mar-20</td><td>74%</td></tr> <tr><td>Apr-20</td><td>31%</td></tr> <tr><td>May-20</td><td>38%</td></tr> <tr><td>Jun-20</td><td>47%</td></tr> <tr><td>Jul-20</td><td>53%</td></tr> <tr><td>Aug-20</td><td>57%</td></tr> <tr><td>Sep-20</td><td>59%</td></tr> <tr><td>Oct-20</td><td>56%</td></tr> <tr><td>Nov-20</td><td>59%</td></tr> <tr><td>Dec-20</td><td>51%</td></tr> <tr><td>Jan-21</td><td>46%</td></tr> <tr><td>Feb-21</td><td>47%</td></tr> <tr><td>Mar-21</td><td>49%</td></tr> <tr><td>Apr-21</td><td>53%</td></tr> <tr><td>May-21</td><td>58%</td></tr> <tr><td>Jun-21</td><td>64%</td></tr> <tr><td>Jul-21</td><td>64%</td></tr> <tr><td>Aug-21</td><td>58%</td></tr> <tr><td>Sep-21</td><td>62%</td></tr> <tr><td>Oct-21</td><td>63%</td></tr> <tr><td>Nov-21</td><td>64%</td></tr> <tr><td>Dec-21</td><td>55%</td></tr> <tr><td>Jan-22</td><td>61%</td></tr> <tr><td>Feb-22</td><td>62%</td></tr> <tr><td>Mar-22</td><td>66%</td></tr> </tbody> </table>	Month	Commuting Relative to Pre-Pandemic Levels (%)	Mar-20	74%	Apr-20	31%	May-20	38%	Jun-20	47%	Jul-20	53%	Aug-20	57%	Sep-20	59%	Oct-20	56%	Nov-20	59%	Dec-20	51%	Jan-21	46%	Feb-21	47%	Mar-21	49%	Apr-21	53%	May-21	58%	Jun-21	64%	Jul-21	64%	Aug-21	58%	Sep-21	62%	Oct-21	63%	Nov-21	64%	Dec-21	55%	Jan-22	61%	Feb-22	62%	Mar-22	66%
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	Modal split	'At least 50% of all trips on Cardiff's transport network made by sustainable modes by the end of the Plan period in 2026'	Absolute Values: 2015 = 46.0% 2016 = 50.3% (↑) +4.3% 2017 = 48.1% (↓) -2.2% 2018 = 50.4% (↑) +2.3% 2019 = 54.6% (↑) +4.2%	<p>Due to changes in travel patterns as a result of the pandemic, sustainable travel overall in 2020 was down from 2019, not least due to the significant decline in public transport use. However, the proportion of sustainable travel increased by nearly 5% in 2021 from that in 2020.</p> <p>Historic trends of sustainable travel use is provided in figure SA4.4.1 below; while the composite breakdown in sustainable travel by month is provided in figure SA4.4.2.</p>																																																				

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			<p>2020 = 47.9%                      (↓)                      -6.7%                      2021 = 52.7%                      (↑)                      +4.8%</p> <p>5yr Rolling                      Averages:                      2015 = 47.6%                      2016 = 48.0%                      (↑) + 0.4%                      2017 = 48.0%                      ( ) +0%                      2018 = 48.7%                      (↑) +0.7%                      2019 = 49.9%                      (↑) +1.2%                      2020 = 50.2%                      (↑) +0.3%                      2021 = 50.7%                      (↑) +0.5%</p>	<p><b>Figure SA 4.4.1</b></p> <table border="1"> <caption>Data for Figure SA 4.4.1: Proportion of Sustainable Travel for All Journey Purposes</caption> <thead> <tr> <th>Year</th> <th>TOTAL Sustainables (%)</th> <th>Sustainables (5yr Avg) (%)</th> <th>Target 50:50 (%)</th> </tr> </thead> <tbody> <tr><td>2010</td><td>50.0</td><td>50.0</td><td>50.0</td></tr> <tr><td>2011</td><td>48.0</td><td>48.0</td><td>50.0</td></tr> <tr><td>2012</td><td>48.0</td><td>48.0</td><td>50.0</td></tr> <tr><td>2013</td><td>47.0</td><td>47.0</td><td>50.0</td></tr> <tr><td>2014</td><td>48.0</td><td>48.0</td><td>50.0</td></tr> <tr><td>2015</td><td>46.0</td><td>47.6</td><td>50.0</td></tr> <tr><td>2016</td><td>50.0</td><td>48.0</td><td>50.0</td></tr> <tr><td>2017</td><td>48.0</td><td>48.0</td><td>50.0</td></tr> <tr><td>2018</td><td>50.0</td><td>48.7</td><td>50.0</td></tr> <tr><td>2019</td><td>55.0</td><td>49.9</td><td>50.0</td></tr> <tr><td>2020</td><td>48.0</td><td>50.2</td><td>50.0</td></tr> <tr><td>2021</td><td>53.0</td><td>50.7</td><td>50.0</td></tr> </tbody> </table>	Year	TOTAL Sustainables (%)	Sustainables (5yr Avg) (%)	Target 50:50 (%)	2010	50.0	50.0	50.0	2011	48.0	48.0	50.0	2012	48.0	48.0	50.0	2013	47.0	47.0	50.0	2014	48.0	48.0	50.0	2015	46.0	47.6	50.0	2016	50.0	48.0	50.0	2017	48.0	48.0	50.0	2018	50.0	48.7	50.0	2019	55.0	49.9	50.0	2020	48.0	50.2	50.0	2021	53.0	50.7	50.0
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				<p><b>Figure SA 4.4.2</b></p> <table border="1"> <caption>Sustainable Travel Trends by Month During 2020/2021 &amp; 2021/2022</caption> <thead> <tr> <th>Month</th> <th>Total Sustainable Travel (%)</th> </tr> </thead> <tbody> <tr><td>Mar-20</td><td>48%</td></tr> <tr><td>Apr-20</td><td>51%</td></tr> <tr><td>May-20</td><td>50%</td></tr> <tr><td>Jun-20</td><td>48%</td></tr> <tr><td>Jul-20</td><td>46%</td></tr> <tr><td>Aug-20</td><td>48%</td></tr> <tr><td>Sep-20</td><td>51%</td></tr> <tr><td>Oct-20</td><td>50%</td></tr> <tr><td>Nov-20</td><td>50%</td></tr> <tr><td>Dec-20</td><td>43%</td></tr> <tr><td>Jan-21</td><td>45%</td></tr> <tr><td>Feb-21</td><td>46%</td></tr> <tr><td>Mar-21</td><td>47%</td></tr> <tr><td>Apr-21</td><td>47%</td></tr> <tr><td>May-21</td><td>49%</td></tr> <tr><td>Jun-21</td><td>49%</td></tr> <tr><td>Jul-21</td><td>49%</td></tr> <tr><td>Aug-21</td><td>51%</td></tr> <tr><td>Sep-21</td><td>56%</td></tr> <tr><td>Oct-21</td><td>60%</td></tr> <tr><td>Nov-21</td><td>55%</td></tr> <tr><td>Dec-21</td><td>52%</td></tr> <tr><td>Jan-22</td><td>52%</td></tr> <tr><td>Feb-22</td><td>55%</td></tr> <tr><td>Mar-22</td><td>57%</td></tr> </tbody> </table>	Month	Total Sustainable Travel (%)	Mar-20	48%	Apr-20	51%	May-20	50%	Jun-20	48%	Jul-20	46%	Aug-20	48%	Sep-20	51%	Oct-20	50%	Nov-20	50%	Dec-20	43%	Jan-21	45%	Feb-21	46%	Mar-21	47%	Apr-21	47%	May-21	49%	Jun-21	49%	Jul-21	49%	Aug-21	51%	Sep-21	56%	Oct-21	60%	Nov-21	55%	Dec-21	52%	Jan-22	52%	Feb-22	55%	Mar-22	57%
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	<p>Delivery of transport infrastructure as part of key strategic sites</p>	<p>As per the LDP and site masterplans</p>	<p>S106 Transport Funding Contributions (subject to schedule) for the key strategic sites are given as follows –</p> <p><b>SSA. Cardiff Central Enterprise Zone:</b></p>	<p>Construction works are on-going and initial occupation underway at SSF. Churchlands in NE Cardiff, SSG. St Edeyrn, SSC. Plasdŵr in NW Cardiff (Goitre Fach, North &amp; South of Llantrisant Road, and South of Pentreban Road).</p> <p>The following infrastructure have been delivered to-date in connection with the strategic sites –</p> <p><b>SSC. NW Cardiff:</b></p> <ul style="list-style-type: none"> <li>Junctions 1 and 2 on Llantrisant Road completed, with associated segregated walking and cycling provision, landscaping remedials required prior to adoption in late 2022/early 2023</li> </ul>																																																				

SA objective	Indicator	Target	Data	Commentary
			<p>18/01705/MJR – Cardiff Transport Interchange (by TfW) £1.76 million</p> <p><b>SSC. NW Cardiff:</b></p> <p>14/02157/MJR – Land North &amp; South of Llantrisant Road £0.61 million</p> <p>14/02733/MJR – Plasdŵr £26.03 million</p> <p>16/00106/MJR - Goitre Fach Farm £1.29 million</p>	<ul style="list-style-type: none"> <li>Llantrisant Road / Heol Isaf junction construction completed with dedicated bus lanes, landscaping &amp; drainage work required prior to adoption</li> <li>Goitre Fach signalised junction completed, footway/cycleway/landscaping remedials required prior to adoption in late 2022/early 2023</li> </ul> <p><b>SSF. NE Cardiff (Churchlands):</b></p> <ul style="list-style-type: none"> <li>Churchlands South (Pentwyn Road / Ty-Draw Road) signalised junction completed and adopted, includes short section of bus lane</li> <li>Churchlands Northern Access junction (unsignalised) via Llwynypia Road completed, street lighting &amp; landscaping remedials required prior to adoption in late 2022/early 2023</li> </ul> <p><b>SSG. St Edeyrns:</b></p> <ul style="list-style-type: none"> <li>New toucan crossing facilities on the north and south arms of the A4232 Pentwyn Link/Heol Pontprennau Roundabout</li> <li>The provision of a shared cycle footway on the western side of the A4232 Pentwyn Link between the A48 and Heol Pontprennau Roundabout</li> <li>Access road built to 'spine road' standard, including short section of outbound bus lane</li> </ul>

SA objective	Indicator	Target	Data	Commentary
			14/02188/MJR - South of Pentrebane £1.33 million  <b>SSD. North of            J33:</b>  14/00852/DCO – North of J33 £2.25 million  <b>SSF. NE            Cardiff:</b>  14/02891/MJR – Churchlands £1.65 million  <b>SSG. St            Edeyrns:</b>  13/00578/DCO – St Edeyrns £2.79 million	leading to the Heol Pontpennau Roundabout, awaiting final remedials for adoption <ul style="list-style-type: none"> <li>• 40mph speed limit imposed on the A4232 Pentwyn Link</li> <li>• New bus stops operational and in use by service X59 (CGBP), construction on-going on Phase 6 of development</li> </ul> <p><b>S106 Commitments:</b></p> <p>In total, the following sustainable infrastructure and initiatives have been agreed to be delivered as part of the S106 agreements for the key strategic sites. These will help to reduce greenhouse gas emissions through encouraging modal shift from private car to sustainable travel modes –</p> <p><b>SSA. Cardiff Central Enterprise Zone</b></p> <p>18/01705/MJR - Transport Interchange:</p> <ul style="list-style-type: none"> <li>• Integrated Transport Hub, based on 14 bus stands with DIDO arrangement</li> <li>• Cycling provision for a significant number of secure operational cycle parking spaces</li> <li>• Various public realm improvements</li> </ul> <p><b>SSC. NW Cardiff</b></p>

SA objective	Indicator	Target	Data	Commentary
				<p>14/02157/MJR - Land North &amp; South of Llantrisant Road:</p> <ul style="list-style-type: none"> <li>• Cycle parking, including at Radyr Station</li> <li>• 3x new priority access junctions on Newport Road, with footways, cycleways &amp; crossing facilities</li> <li>• New 3m wide eastbound bus lane on Llantrisant Road with associated bus stops</li> <li>• New traffic signal control junction at Llantrisant Road/Heol Isaf, with Toucan facilities on all arms, bus lane on southern arm, and associated footways &amp; cycleways</li> <li>• New raised roundabout with zebra crossing on Llantrisant Road</li> <li>• 2x new Toucan crossing facilities</li> <li>• Subsidy to provide extension to existing bus services for 2 years between Danescourt and Clos Parc Radyr</li> <li>• Provision of 1-year free bus pass &amp; £50 cycle voucher to first residential occupiers</li> </ul> <p>14/02733/MJR - Plasdŵr:</p> <ul style="list-style-type: none"> <li>• New traffic control junction at Llantrisant Road/Crofft-y-Genau, with Toucan facilities on all arms (J1)</li> <li>• New tabled zebra crossing on Rhydlafer Drive, with footway widening &amp; shared use</li> </ul>

SA objective	Indicator	Target	Data	Commentary
				<ul style="list-style-type: none"> <li>• Safeguarding of corridor for the provision of northbound bus lane on Crofft-y-Genau Road</li> <li>• Spine-road treatment on Crofft-y-Genau Road</li> <li>• New traffic control access junction on Llantrisant Road, with cycle feeder lanes &amp; dropped kerbs (J2)</li> <li>• Safeguarding of land for the provision of a northbound bus lane at the southern arm to J2</li> <li>• New traffic control junction at Llantrisant Road/Clos Park Radyr, with formal crossings to link cycle tracks &amp; cycle feeder lanes (J3)</li> <li>• New northbound bus lane at the southern arm to J3</li> <li>• 3x new priority access junctions on Llantrisant Road, with crossing facilities, footways, cycleways, shared use &amp; raised tables (J4-6)</li> <li>• New traffic control junction at Pentrebanne Road/Waterhall Road, with associated bidirectional 3m wide cycle lanes &amp; Toucan crossings on all arms (J11)</li> <li>• New segregated cycling facility between Amethyst Road and J11</li> <li>• 2x new priority access junctions on Pentrebanne Road, with associated bidirectional 3m wide cycle lanes, crossing facilities &amp; dropped kerbs (J12-13)</li> <li>• Safeguarding of land for the provision of a southbound bus lane at the northern arm to J12</li> </ul>

SA objective	Indicator	Target	Data	Commentary
				<ul style="list-style-type: none"> <li>• Realignment of Crofft-y-Genau Road into Pentrebane Road, providing cyclist &amp; pedestrian access to St Brides Road (J14)</li> <li>• Stopping up of Pentrebane Road, with provision of shared use link</li> <li>• ANPR traffic gate to limit tidal flow access to Crofft-y-Genau Road</li> <li>• 2x new priority access junctions on Crofft-y-Genau Road, with associated ANPR traffic gate &amp; access flared for bus movements (J15-16)</li> <li>• Bridge Road 270m southbound bus lane, shared cycle footway &amp; signalised junction with Llantrisant Road</li> <li>• Cardiff Road/Fairwater Road upgrade of traffic signals</li> <li>• Cardiff Road cycling &amp; bus stop improvements between Ely Road and Fairwater Road</li> <li>• Provision of segregated off-road cycleway on disused rail line</li> <li>• 90m Southbound bus lane on Fairwater Road approach to St Fagans Road</li> <li>• Heol Isaf pedestrian &amp; cycle improvements</li> <li>• Llantrisant Road segregated cycleway on southern side between Danescourt Station and Cardiff Road</li> <li>• 300m eastbound bus lane &amp; shared cycle footway on southern side of St Fagans Road</li> <li>• St Fagans Road safety improvements</li> <li>• 100m westbound bus lane on Waun-Gron Road</li> </ul>



SA objective	Indicator	Target	Data	Commentary
				<ul style="list-style-type: none"> <li>• A48 Western Avenue/Waun-Gron Road junction improvements</li> <li>• Amethyst Road cycle street between Plasmawr Road and Keyston Road</li> <li>• Cardiff Road northbound bus lane improvements at Western Avenue junction</li> <li>• East-West cycle primary route, Llandaff</li> <li>• New traffic control junction at Llantrisant Road/Danescourt Road East</li> <li>• New traffic control junction at Llantrisant Road/Danescourt Road West</li> <li>• Llantrisant Road shared cycleway footway between Danescourt Road East/West</li> <li>• Llantrisant Road shared cycleway footway between Waterhall Road and Heol Aradur</li> <li>• Pwllmelin Road and Fairwater Road traffic calming &amp; cycling improvements</li> <li>• Radyr Court Road traffic calming of cycle route</li> <li>• Radyr Court Road pedestrian &amp; cycling safety and access improvements, with zebra crossing on Bridge Road</li> <li>• Radyr Court Road upgrade of cycle link to Llantrisant Road</li> <li>• Western Avenue to Ely Roundabout southbound traffic pre-signals</li> <li>• Western Avenue/Ely Road (East) junction Toucan crossing</li> <li>• Western Avenue to Waun-Gron Road shared cycle footway on west side</li> </ul>

SA objective	Indicator	Target	Data	Commentary
				<ul style="list-style-type: none"> <li>• Cardiff Road/Palace Road junction, pedestrian &amp; traffic calming improvements</li> <li>• Provision of £12 million bus subsidies, to provide services linking the development, Pentrebane, Radyr, Cardiff City Centre (via Llantrisant Road &amp; Pentrebane Road), Pontyclun/Talbot Green, Heath Hospital, J33 Park &amp; Ride, Cardiff West Interchange, Cardiff Bay (via Ely Mill), and Whitchurch (via Llandaff)</li> </ul> <p>16/00106/MJR - Goitre Fach Farm:</p> <ul style="list-style-type: none"> <li>• Cycle parking</li> <li>• New traffic signal access junction at Llantrisant Road with Toucan &amp; Puffin crossing facilities</li> <li>• Realignment of segregated cycleway on Llantrisant Road</li> <li>• New public transport, pedestrian &amp; cycle facilities along Llantrisant Road</li> <li>• New raised crossing facility on Llantrisant Road</li> <li>• New spine-road with 2x 2m wide footway, 3m wide segregated cycleway, and 6.3m wide carriageway</li> <li>• Bus contribution to Llantrisant Road (subject to occupation)</li> <li>• Cycling measures on A4119 between Waterhall Road roundabout and Penhill Road</li> <li>• Provision of 1-year free bus pass &amp; £50 cycle voucher to first residential occupiers</li> </ul>

SA objective	Indicator	Target	Data	Commentary
				<p>14/02188/MJR - South of Pentrebane:</p> <ul style="list-style-type: none"> <li>• New Pentrebane Road priority access junction to accommodate safe &amp; convenient 2-way bus movement, with associated footway &amp; cycle provision</li> <li>• Provision of bus stop &amp; bus turning circle, with 3m wide segregated cycleways, 2m wide footways &amp; 6.1m carriageways to promote sustainable travel</li> <li>• Secure cycle parking, including covered cycle parking at Fairwater Station &amp; at key bus stops</li> <li>• Improvements to Llantrisant Road &amp; Pentrebane Road as part of the North West Corridor programme</li> <li>• Bus contribution (in accordance with trigger points &amp; instalments)</li> <li>• Provision of 1-year free bus pass &amp; £50 cycle voucher to first residential occupiers</li> </ul> <p><b>SSD. North of J33</b></p> <p>14/00852/DCO - North of J33:</p> <ul style="list-style-type: none"> <li>• 1,000 space Park &amp; Ride facility, with 3/4 (750 spaces) accessed from J33 &amp; 1/4 (250 spaces) accessed from A4119; Initial Phase 1 to be 500 spaces</li> <li>• Bus gate between the M4 and Llantrisant Road</li> </ul>

SA objective	Indicator	Target	Data	Commentary
				<ul style="list-style-type: none"> <li>• The provision of bus services serving the car park for a period of 3 years, providing a minimum service frequency of four buses per hour between 07:00-19:00, utilising £2.25 million bus service contribution</li> <li>• New junctions on Llantrisant Road, including crossing facilities, associated cycle &amp; footway provision, and bus lanes</li> <li>• On-site public transport infrastructure, bus &amp; cycle lanes</li> </ul> <p><b>SSF. NE Cardiff</b></p> <p>14/02891/MJR – Churchlands:</p> <ul style="list-style-type: none"> <li>• Widening of Pentwyn Road to provide an eastbound bus lane between Peppermint Drive and Pentwyn Drive</li> <li>• New signaled junction on Pentwyn Drive</li> <li>• New cycle route (1) to be provided linking site A48 Eastern Avenue via Meadow Close</li> <li>• New cycle route (2) to be provided along Cyncoed Road</li> <li>• Bus improvements on A48 Eastern Avenue (between Pentwyn &amp; Pontpennau) &amp; A4232 Pentwyn Link (northbound to J33)</li> <li>• Provision of bus services linking to Heath Hospital</li> </ul>

SA objective	Indicator	Target	Data	Commentary
				<ul style="list-style-type: none"> <li>• Provision of bus service linking to City Centre via Cardiff East Park &amp; Ride</li> <li>• Phase 2 bus priority infrastructure</li> <li>• Phase 3 bus priority infrastructure</li> </ul> <p><b>SSG. St Edeyrns</b></p> <p>13/00578/DCO - St Edeyrns:</p> <ul style="list-style-type: none"> <li>• Provision of missing link to Rhymney Trail, south of A48 between Pentwyn Link Interchange and development, including upgrade of A48 subway</li> <li>• Cycle parking spaces</li> <li>• Investigation &amp; provision of a northbound bus lane on A4232</li> <li>• Bus service extension from the development to City Centre serving Church Road and St Mellons Road</li> <li>• Investigation &amp; provision of bus service extension on A48 from A4232</li> <li>• A scheme to demonstrate effective operation of Heol Pontpennau Roundabout, including bus priority measures, Toucan crossing facilities, and associated pedestrian &amp; cyclist provision</li> <li>• Spine-road treatment on access road, including the provision of bus lane</li> <li>• Widening of existing footways linking the Toucan crossing and Heol Pontpennau signalised crossing</li> </ul>

SA objective	Indicator	Target	Data	Commentary
				<ul style="list-style-type: none"> <li>• Scheme to provide shared path south of Heol Pontpennau Roundabout, providing direct traffic-free link to A48 Interchange with Church Road</li> <li>• Scheme to reduce the speed limit on Pentwyn Link towards J30 from 50mph to 40mph</li> <li>• Scheme to prevent vehicular through access via St Mellons Road and Bridge Road, with the provision of bus gates at both ends</li> <li>• Provision of a new bridge across the River Rumney for pedestrians &amp; cyclists to St Mellons</li> </ul>
	Permissions granted for highly vulnerable development in C1 and C2 flood risk areas	0	1	<p>No applications for highly vulnerable development were permitted in Zone C2 without flood mitigation measures.</p> <p>One application for highly vulnerable development were permitted in Zone C1. This application related to change of use of a hair salon back to residential use and flood risk considerations were outweighed as the dwelling was located in an existing residential area and would provide for additional housing stock within previously developed land and is sited within a sustainable location near local amenities and public transport links.</p> <p>Given this it is considered that Policy EN14 is functioning effectively. The Council will continue to monitor this indicator to determine the effectiveness of the policy framework relating to this issue.</p>
5. Protect and	Number of listed	No reduction	No reduction	There has been no reduction in the number of local,

SA objective	Indicator	Target	Data	Commentary
enhance historic and cultural heritage	buildings, conservation areas, etc.			national or international designations as a result of applications approved during the monitoring period. It is considered that all relevant applications permitted during the monitoring period were policy compliant/compliant subject to conditions/recommendations placed on the permission.
6. Help deliver the growth of a sustainable and diversified economy	Net job creation over the remaining Plan period	40,000 net additional jobs over plan period, 20,900 between 2006 and 2015	22,000 since 2009 (↑)	Total jobs in Cardiff - 212,000 in 2020 (latest Nomisweb.co.uk figures). This compares to an equivalent figure from 2009 of 190,000 jobs in Cardiff which represents a 22,000 increase in jobs over that period.
7. Improve health and well-being	Delivery of community infrastructure as part of key development sites			As of August 2022, planning permission(s) have been granted at Strategic Sites C (North West Cardiff), D (North of Junction 33), F (North East Cardiff – West of Pontprennau) and G (East of Pontprennau Link Road) and planning permission subject to legal agreement has been granted for Strategic Site H (South of St Mellons Business Park). Associated S106 agreements link to infrastructure provision identified through policies KP2 (A-H). To date, construction work has commenced at Sites C, D, F, and G and the delivery of infrastructure provision identified through the associated S106 agreements will be monitored as schemes progress over the coming years.
	% of journeys made by walking/cycling	Increase	All Journeys: 2015 = 24.8% 2016 = 28.0% (↑) +3.2%	The proportion of all journeys made by active travel modes (i.e. walking and cycling) is presented in the table in figure SA7.1.1 below –

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			2017 = 27.1% (↓) -0.9% 2018 = 30.3% (↑) +3.2% 2019 = 29.0% (↓) -1.3% 2020 = 36.5% (↑) +7.4% 2021 = 37.9% (↑) +1.4%  Work: 2015 = 26.6% 2016 = 29.2% (↑) 2017 = 30.6% (↑) 2018 = 35.3% (↑) 2019 = 37.2% (↑)  Education: 2015 = 31.5% 2016 = 37.2% (↑)	<p><b>Figure: SA7.1.1</b></p> <table border="1"> <thead> <tr> <th></th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Walking</td> <td>19%</td> <td>18%</td> <td>26%</td> </tr> <tr> <td>Cycling</td> <td>10%</td> <td>18%</td> <td>12%</td> </tr> <tr> <td>Walking &amp; Cycling</td> <td>29%</td> <td>36%</td> <td>38%</td> </tr> </tbody> </table> <p>As can be seen above, while the proportion cycling has decreased from 2020, nevertheless cycling remains 2% higher than in 2019 prior to the pandemic; meanwhile walking levels have increased significantly, being 8% higher than in 2020; resulting in a net 2% gain in the proportion walking and cycling combined.</p> <p>The proportion walking/cycling by month is given in figure SA7.1.1 below.</p>		2019	2020	2021	Walking	19%	18%	26%	Cycling	10%	18%	12%	Walking & Cycling	29%	36%	38%
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			<p>2017 = 36.1% (↓) 2018 = 40.6% (↑) 2019 = 37.6% (↓)</p> <p>Shopping (City Centre): 2015 = 22.4% 2016 = 25.0% (↑) 2017 = 23.9% (↓) 2018 = 29.2% (↑) 2019 = 28.4% (↓)</p> <p>Shopping (Other): 2015 = 27.5% 2016 = 29.5% (↑) 2017 = 26.5% (↓) 2018 = 30.8% (↑) 2019 = 32.4% (↑)</p>	<p><b>Figure SA7.1.1</b></p> <p><b>Walking &amp; Cycling Trends by Month During 2020/2021 &amp; 2021/2022</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Walking (%)</th> <th>Cycling (%)</th> <th>Total (%)</th> </tr> </thead> <tbody> <tr><td>Mar-20</td><td>17%</td><td>13%</td><td>30%</td></tr> <tr><td>Apr-20</td><td>14%</td><td>27%</td><td>41%</td></tr> <tr><td>May-20</td><td>14%</td><td>26%</td><td>40%</td></tr> <tr><td>Jun-20</td><td>14%</td><td>24%</td><td>38%</td></tr> <tr><td>Jul-20</td><td>16%</td><td>18%</td><td>34%</td></tr> <tr><td>Aug-20</td><td>20%</td><td>14%</td><td>34%</td></tr> <tr><td>Sep-20</td><td>14%</td><td>14%</td><td>28%</td></tr> <tr><td>Oct-20</td><td>22%</td><td>16%</td><td>38%</td></tr> <tr><td>Nov-20</td><td>23%</td><td>14%</td><td>37%</td></tr> <tr><td>Dec-20</td><td>15%</td><td>16%</td><td>31%</td></tr> <tr><td>Jan-21</td><td>16%</td><td>18%</td><td>34%</td></tr> <tr><td>Feb-21</td><td>18%</td><td>17%</td><td>35%</td></tr> <tr><td>Mar-21</td><td>18%</td><td>17%</td><td>35%</td></tr> <tr><td>Apr-21</td><td>18%</td><td>15%</td><td>33%</td></tr> <tr><td>May-21</td><td>23%</td><td>11%</td><td>34%</td></tr> <tr><td>Jun-21</td><td>23%</td><td>12%</td><td>35%</td></tr> <tr><td>Jul-21</td><td>14%</td><td>11%</td><td>25%</td></tr> <tr><td>Aug-21</td><td>26%</td><td>11%</td><td>37%</td></tr> <tr><td>Sep-21</td><td>30%</td><td>11%</td><td>41%</td></tr> <tr><td>Oct-21</td><td>34%</td><td>10%</td><td>44%</td></tr> <tr><td>Nov-21</td><td>29%</td><td>10%</td><td>39%</td></tr> <tr><td>Dec-21</td><td>25%</td><td>11%</td><td>36%</td></tr> <tr><td>Jan-22</td><td>24%</td><td>13%</td><td>37%</td></tr> <tr><td>Feb-22</td><td>28%</td><td>12%</td><td>40%</td></tr> <tr><td>Mar-22</td><td>29%</td><td>12%</td><td>41%</td></tr> </tbody> </table> <p>As can be seen, the combined proportion walking and cycling has been consistently higher each month than relative to prior to the pandemic.</p>	Month	Walking (%)	Cycling (%)	Total (%)	Mar-20	17%	13%	30%	Apr-20	14%	27%	41%	May-20	14%	26%	40%	Jun-20	14%	24%	38%	Jul-20	16%	18%	34%	Aug-20	20%	14%	34%	Sep-20	14%	14%	28%	Oct-20	22%	16%	38%	Nov-20	23%	14%	37%	Dec-20	15%	16%	31%	Jan-21	16%	18%	34%	Feb-21	18%	17%	35%	Mar-21	18%	17%	35%	Apr-21	18%	15%	33%	May-21	23%	11%	34%	Jun-21	23%	12%	35%	Jul-21	14%	11%	25%	Aug-21	26%	11%	37%	Sep-21	30%	11%	41%	Oct-21	34%	10%	44%	Nov-21	29%	10%	39%	Dec-21	25%	11%	36%	Jan-22	24%	13%	37%	Feb-22	28%	12%	40%	Mar-22	29%	12%	41%
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SA objective	Indicator	Target	Data	Commentary
			Leisure: 2015 = 28.5% 2016 = 31.8% (↑) 2017 = 28.6% (↓) 2018 = 31.9% (↑) 2019 = 30.5% (↓)	
	Percentage of population in the 100 most deprived wards in Wales in the 10% most deprived wards in Wales for physical environment	Reduction	28% (No change since 2015)	The latest Welsh Index of Multiple Deprivation data from 2019 shows that 28% of the population of Cardiff is in the 100 most deprived wards in Wales for physical environment.
8. Protect and enhance the landscape	Achievement of functional open space requirements	2.43ha per 1,000 population	1.16 ha per 1,000 population (↑)	Latest figures show 1.16 ha of functional open space per 1,000 population in Cardiff. For all types of open space, the equivalent figure is 8.10 ha of open space per 1,000 population.

SA objective	Indicator	Target	Data	Commentary
	Special Landscape Areas	Five SLAs designated by plan adoption	Five SLAs designated	Five SLAs have been designated at: <ul style="list-style-type: none"> <li>• St Fagans Lowlands and the Ely Valley</li> <li>• Garth Hill and Pentyrch Ridges</li> <li>• Fforest Fawr and Caerphilly Ridge</li> <li>• Wentloog Levels</li> <li>• Flat Holm</li> </ul>
9. Use natural resources efficiently and safeguard their quality	Percent of housing on previously developed land	60%	41.6% (↓)	For 2020/21 41.6% of housing completed was on previously developed land.
	Average density of new development		140.1 dwellings per hectare (↑)	For 2020/21 the average density of new housing development in Cardiff was 140.1 dwellings per hectare.
	Area of contaminated land cleared up	>0	N/A	Presently no data is available to monitor this indicator. Will re-assess position in next monitoring report.
10. Respond to demographic changes in a sustainable way	Total population	n/a	369,202 (↑)	The latest Mid-Year estimate for Cardiff produced by Office of National Statistics shows that Cardiff has a population of 369,202 in 2020
	No. homes in Cardiff	45,400 net additional homes by 2026	19,642 completed 2006 to 2022 (↑)	Over the period 2006 to 2022 19,642 dwellings have been completed leaving 21,858 to be completed (excluding the 4,000 homes flexibility allowance).
11. Minimise waste, increase	Waste reduction rate	Reduction per household	+8% (↓)	The amount of household waste collected and generated between 2019/20 and 2020/21 decreased by 8% from

SA objective	Indicator	Target	Data	Commentary
re-use & recycling				171,528 to 158,095 tonnes.

## 7. Conclusions

This is the fourth AMR to be prepared since the adoption of the Cardiff LDP and provides a comparison of the baseline data for 2017, 2018 and 2019 AMRs. Although due to the ongoing Covid pandemic there are gaps in this year's data the key conclusion is that good progress is being made in delivering the identified targets/monitoring outcomes and policies.

Welsh Government procedural guidance 'Local Development Plans Wales (Edition 2 2015), (para 4.3) sets out seven questions that the AMR should address. The issues included in these questions have been considered throughout the AMR as part of the analysis of the monitoring data.

- What new issues have occurred in the area or in local/national policy (key recent contextual and national policy changes, future prospects)?
- How relevant, appropriate and up-to-date is the LDP strategy and its key policies and targets?
- What sites have been developed or delayed in relation to the plan's expectations on location and timing?
- What has been the effectiveness of delivering policies and in discouraging inappropriate development?

This section concludes the findings of the monitoring process and directly responds to the LDPW questions, ensuring that the procedural guidance is fully addressed.

### **What new issues have occurred in the area or in local/national policy (key recent contextual and national policy changes, future prospects)?**

Section 3 contains contextual information outlining the changes to national planning policy guidance and technical advice which have taken place over the monitoring period. This section outlines the changes which have occurred over the last twelve to the national planning policy framework set out in the Planning Policy Wales (PPW, Edition 10, December 2018), which in turn responds to Well-being of Future Generations Act 2015. This signals a fresh way of addressing the key strategic issues in preparing an LDP.

### **How relevant, appropriate and up-to-date is the LDP strategy and its key policies and targets?**

The evidence collected through the AMR process indicates that progress is being made with the implementation of the spatial strategy and it remains sound at this time.

Section 5 provides a detailed assessment of how the Plan's strategic policies, and associated supporting policies, are performing against the identified key monitoring targets and outcomes and whether the LDP strategy and objectives are being delivered. This has enabled the Council to make an informed judgement of the Plan's progress in delivering the targets/monitoring outcomes and policies during this monitoring period. The table below provides a visual overview of the effectiveness of the Plan's policies during the monitoring period based on the traffic light rating used in the assessment:

<b>Continue Monitoring (Green)</b>	79
Where indicators are suggesting the LDP Policies are being implemented effectively and there is no cause for review.	
<b>Training Required (Blue)</b>	0
Where indicators are suggesting that LDP policies are not being implemented as intended and further officer or Member training is required.	
<b>Supplementary Planning Guidance Required (Purple)</b>	0
Indicators may suggest the need for further guidance to be provided in addition to those already in the Plan.	
<b>Further Research (Yellow)</b>	28
Where indicators are suggesting the LDP policies are not being as effective as they should, further research and investigation is required.	
<b>Policy Review (Orange)</b>	0
Where indicators are suggesting the LDP policies are failing to implement the strategy a formal review of the Policy is required. Further investigation and research may be required before a decision to formally review is confirmed.	
<b>Plan Review (Red)</b>	0
Where indicators are suggesting the LDP strategy is failing, and a formal review of the Plan is required. This option to fully review the Plan will need to be fully investigated and undertaken following serious consideration.	

### **What sites have been developed or delayed in relation to the plan's expectations on location and timing?**

The analysis demonstrates that there are no policy indicator targets / monitoring outcomes which are causing concerns over policy implementation (red traffic light rating). There are, however, a number which are not currently being achieved but with no corresponding concerns over policy implementation (yellow traffic light rating). Further investigation has determined that there are justified reasons for the performance recorded and this is not representative of any fundamental issues with

the implementation of the policy framework or strategy at this time. The most significant findings in relation to these are set out in the key findings below.

## Key Findings

This is the sixth AMR to be prepared and provides a comparison with the baseline data provided by the first, second, third and fifth AMRs published in 2017, 2018, 2019 and 2021.

Overall, the findings of the sixth AMR are positive with the majority of the indicators shown as green indicating that most LDP policies are being implemented effectively. A summary of performance against the main Plan topics are set out below with Appendix 1 setting out the data and conclusions in more detail.

**Employment** – Monitoring data shows continuing strong performance. Of particular importance is data regarding net job creation - There is a requirement for 40,000 new jobs over the plan period 2006-2026. 20,900 jobs were created between 2006 and 2015 and therefore the target for the remaining plan period is 19,100 jobs or 1,750 jobs annually. Since the first AMR (16/17) the number of jobs has shown a net increase and the latest AMR shows an increase of 8,000 jobs since the first AMR (16/17).

**Housing** – Monitoring data shows new homes have now started to be completed on many of the LDP strategic housing sites. Specifically, there are new completions on 4 of the strategic housing sites:

- 954 completions have been achieved at St Ederyns Village;
- 739 completions have been achieved on the North West Cardiff strategic site, which has three separate outlets underway with more planned in the near future;
- 216 completions have been recorded on the North East Cardiff strategic site; and
- 213 completions have been achieved at the North of J33 strategic site.

Although most of the strategic housing site completion rates are below targets set out in the AMR it is now evident from the above data that the Plan-led approach is now starting to successfully drive the delivery of new homes at a level not seen for the last 10 years. For example, completions for the last 4 years (2018 to 2022) have averaged 1,133 in contrast with the previous 9 years (2008 to 2017) where completions averaged 725 units per annum, with no year above 1,000 units for this period.

The data on housing delivery demonstrates the 'lag' between Plan adoption and homes being completed on new sites allocated in the Plan. Due to a combination of site assembly, legal and logistical factors experienced by landowners/developers along with the time required to secure the necessary planning and adoption consents, trajectories of delivery are slower than originally anticipated. This includes time spent securing the accompanying Section 106 Agreements which fully deliver the Council's aspirations as set out in the LDP. Overall, over the 15 years between 2006 and 2022 a total of 19,638 new dwellings were built in Cardiff which represents 47% of the overall dwelling requirement.

However, construction has now started on most of the strategic housing sites following the master planning and infrastructure plans approach as set out in the plan and it is therefore expected that housing completions over the remaining 4 years of the Plan period will increase significantly.

In terms of the impact of the pandemic on construction and completion rates there was evidence of a slight slow-down in construction activity in 2020 but this has been short term as evidenced by the fact the number of homes under construction in April 2022 was 2,497 dwellings, which indicates that completions for the next monitoring year 2022/23 will be substantially higher than the 915 recorded this year.

**Affordable Housing** – The plan sets a target for the delivery of 6,646 affordable units to be provided for the 12 years between 2014 and 2026 and monitoring data shows that affordable housing completions are increasing as a range and choice of new housing sites begin to come forward. The latest figures show that 1,797 new build affordable dwellings were completed since 2014, which represents 24% of total new build housing completions over this period. This trend is expected to continue as construction of the greenfield strategic housing sites gathers pace for the remaining 4 years of the Plan period. These figures show that good progress is being made in delivering affordable housing to meet the identified need within the city.

**Transportation** – The proportion of people travelling by sustainable modes of transport has been consistently higher than prior to the pandemic and has increased 5% over the monitoring period to 53%. Walking levels have seen significant increases over the past year (+8%) whilst the proportion cycling has decreased (-2%) from last year's significant rise, due to users increasingly returning to travel by public transport, nevertheless cycling levels remain higher than relative to prior to the pandemic. Bus and rail use has increased (+2%) from 2020/2021 as people increasingly feel confidence to return to public transport, and with service frequency returning to those of pre-pandemic levels. Traffic volumes have increased by 33% from the low levels seen in 2020/2021 in response to the pandemic, nevertheless the traffic in 2021/2022 remain significantly down at 80% (-20%) relative to pre-pandemic levels. Comparing published mobility data, in 2020/2021 commuting was at 49% relative to 2019, and at 60% in 2021/2022. As of August 2022, commuting remains at around 60% (i.e. equivalent to 40% of the workforce continuing to work from home).

**Gypsy and Traveller Sites** - work is progressing the identification of sites to meet the evidenced need for permanent and transit Gypsy and Traveller sites. This has included discussions with the Welsh Government and work continues to secure appropriate outcomes. In terms of transit sites, it is considered that these would best be considered on a regional basis, requiring collaboration with neighbouring local authorities through the forthcoming Strategic Development Plan preparation process.

**Supplementary Planning Guidance** – Significant progress has been made in producing a programme of new Supplementary Planning Guidance (SPG) and since adoption of the LDP 18 SPGs have been approved by Council to support the policies in the adopted Plan.



**Contextual Changes** – the contextual review highlights significant changes in the national planning policy framework which has evolved significantly over the five monitoring periods. In particular, Planning Policy Wales (PPW, Edition 10, December 2018 & PPW, Edition 11, February 2021) and the publication of Future Wales: The National Plan 2040 (February 2021) have made significant changes to the high-level policy framework.

### **Sustainability Appraisal (SA) Monitoring**

Section 6 expands the assessment of the performance of the LDP against the SA monitoring objectives. This provides a comparison with the baseline data provided by the first, second, third and fifth AMRs published in 2017, 2017, 2019 and 2021.

### **Conclusions:**

1. Submit the 2022 sixth AMR to the Welsh Government by 31 October 2022 in accord with statutory requirements. Publish the AMR on the Council's website.
2. Continue to monitor the Plan through the preparation of successive AMRs. Close monitoring will be necessary to determine the effectiveness of the Plan's spatial strategy and policy framework particularly in relation to housing delivery including strategic housing site allocations, the delivery of affordable housing and the progress on strategic employment sites.
3. Use the findings of the monitoring to inform the ongoing preparation of the Replacement Local Development Plan.
4. Prepare the 2023 seventh AMR, report to Council and submit to the Welsh Government by the required deadline, 31 October 2023.

## Appendix 1: Table setting out summary of findings

### Objective 1 –To respond to evidenced economic needs and provide the necessary infrastructure to deliver development

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**COUNCIL:**

**27 OCTOBER 2022**

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## **LEADER & CABINET STATEMENTS**

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2. Social Services Statement - Councillors Mackie and Lister
3. Tackling Poverty, Equality & Public Health Statement -  
Councillors Bradbury and Sangani
4. Transport & Strategic Planning Statement – Councillor  
De’Ath
5. Deputy Leader & Education Statement - Councillor Merry
6. Climate Change Statement – Councillor Wild
7. Culture, Parks & Events Statement - Councillor Burke-  
Davies
8. Finance, Modernisation & Performance Statement –  
Councillor Weaver
9. Housing & Communities Statement - Councillor Thorne
10. Investment & Development Statement - Councillor  
Goodway

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**COUNCIL: 27 OCTOBER 2022**

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## **LEADER STATEMENT**

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### **Headteachers Conference**

On 30 September 2022, I was pleased to attend a city-wide headteachers meeting with the Deputy Leader. The work of the city's teachers was rightly celebrated for leading sustained improvement in the quality of education in Cardiff over the past decade and for their brilliant contribution during the pandemic. Over the past two years, our school leaders supported pupils and teachers to shift overnight to online learning, reopened our schools safely and most importantly provided a trusted voice to pupils, staff and local communities during a period of fear and uncertainty. The city is privileged to have such dedicated, professional and compassionate public servants. Council officers from the Children's Services and Housing & Communities directorates also attended to present information about the range of services available to help vulnerable children and families, emphasising the importance of providing a team around the school. Taking a team approach across service, departmental and organisational boundaries needs to be a defining feature of how we work, and the more we take forward such cross-council conversations the better in the months ahead.

### **Cardiff Public Services Board**

The Cardiff Public Services Board (PSB) met on 5 October 2022, with a number of agenda items discussed, including the Draft Cardiff Local Well-being Plan 2023-28.

Over the last five years, the PSB in Cardiff has led highly-effective partnership working between our respective public services in response to a wide range of issues. In particular, the collective response to the challenges faced during the pandemic enhanced the pace and scale of joint working. The draft local Well-being Plan maintains this momentum and focuses on public service delivery challenges which require fundamental collaboration between two or more public service organisations.

The draft Local Well-being Plan responds to wide-ranging evidence based on the quality of life and public services in Cardiff, and how these might change over the years to come. It does this by setting out the Cardiff PSB's priorities for partnership actions over the next five years. This includes a list of things that the PSB will measure ('outcome indicators') to make sure that they are achieving this. Complementary to the Draft Plan is Cardiff's new city dashboard, which provides the latest performance data for each of the outcome indicators in the Draft Plan. The Plan was subject to a comprehensive development process which included engagement with stakeholders

across the public services. The Plan was also considered by the Performance and Policy Review Scrutiny Committee on 18 October.

As the Draft Plan has been approved by the PSB, a 12-week period of consultation will commence imminently. This will take the form of an online survey which will be available to access on the PSB's website – [www.cardiffpartnership.co.uk](http://www.cardiffpartnership.co.uk) – along with a copy of the Draft Plan and a link to the new dashboard. I would encourage all Members to respond to the consultation.

After the meeting of the PSB, members were invited to attend a celebration event to mark organisations completing the Cardiff Healthy Travel Charter – Cardiff Council being one of them. The Charter was first launched in 2019 and featured 14 commitments designed to promote walking, cycling, public transport, and ultra-low emission vehicle use across the city. This is incredibly important work, as changing how people move about the city is central to hitting our climate targets, as well as keeping our city's air clean and improving the health and wellbeing of citizens.

### **Cardiff Music Board**

I chaired a meeting of the Cardiff Music Board on 10 October 2022. Council officers and members of the Cardiff Music Board are continuing to work to support the sustainability and development of our grassroots music sector in Cardiff to ensure that we support grassroots music venues, as well as bigger music infrastructure projects; and music education and events to help grow and sustain the wider music ecology in Cardiff.

### **Shared Prosperity Fund**

As Members will be aware, the Shared Prosperity Fund replaces European structural funds and is an important opportunity to direct investment to the city's priorities. Around 50 to 75 representatives from partner organisations in the city are due to attend an engagement event on the Shared Prosperity Fund, which is being held at City Hall on 21 October 2022. The event will introduce the priorities for projects to be undertaken within Cardiff as part of the three-year funding programme and will include a workshop to establish support for the city's priorities and way forward. Cardiff has potentially around £42million to spend over three years on three investment priorities set out by the UK Government: community and place; supporting local business, and people and skills.

### **Economic & Social Research Council Festival of Social Science**

I will be speaking at the launch of the annual Economic & Social Research Council (ESRC) Festival of Social Science at Cardiff University on 24 October 2022. The festival is a free event to celebrate social sciences and runs from 22 October to 13 November. This year, Cardiff and Bangor Universities are also jointly delivering their festivals thereby creating a pan-Wales event.

Cardiff University is a great asset to the city. It is an important anchor institution that makes a major contribution to the local economy, and plays a hugely important role in shaping life in the city and in promoting Cardiff, both at home and abroad. The festival

celebrates the contribution social sciences make to shaping public policy by providing insight into the issues and challenges we all face, whether it's health and wellbeing, community safety, equality, education or cultural identity.

Further information about the ESRC Festival of Social Science is available at <https://festivalofsocialscience.com/>

**Councillor Huw Thomas**  
**Leader of the Council**  
**21 October 2022**

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**SOCIAL SERVICES STATEMENT**

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**ADULT SERVICES**

**Age Friendly City**

Age Friendly Cardiff launched its social media channels on 1 October, International Day of Older Persons. In addition to the quarterly digital and printed newsletters and the Age Friendly Cardiff website, the Twitter account and Facebook site will provide another information pathway for partners and older people to find out about the positive services and developments which are meeting the needs of older citizens and making Cardiff a great place to grow older. Please visit Age Friendly Cardiff's Facebook site and follow @AgeFriendlyCDF on Twitter to see the latest positive developments for older people and if you would like to be on the newsletter mailing list, please e-mail [agefriendly@cardiff.gov.uk](mailto:agefriendly@cardiff.gov.uk) or [Oed-Gyfeillgar@caerdydd.gov.uk](mailto:Oed-Gyfeillgar@caerdydd.gov.uk)

I attended a meeting of the Age Friendly Cardiff Partnership Board on 4 October and I also met with the city's 50+ Forum at the end of September to share information with them about the work being done across Cardiff as an Age-Friendly City including AskSara and care-ready accommodation.

**Community Resource Team**

On 10 October, the Community Resource Team, which includes the Council's in-house care service, began training staff on the new Electronic Call Monitoring System. This is a huge positive step for the team, bringing it up to date digitally in how it manages the delivery of Community Home Care. The new system, delivered through a mobile application, will incorporate many of the tasks completed by staff to a digital system, reducing paperwork and administration, providing real time information sharing, more effective rostering of care calls and many other benefits. The training programme will be delivered to over 150 members of staff in the Community Resource Team, plus an ongoing period of post-training support for staff to familiarise themselves in this new way of working.

**Visits to Adult Services' Teams**

Over the last few weeks, I have been pleased to meet with Council teams to discuss the work that is taking place to support older and vulnerable people. I visited the First Point of Contact team to meet the staff and learn more about the valuable work they do.

I also visited an Internal Supported Living scheme in Canton on 27 September where I met three of the residents of the property along with some of their support workers. Two of the ladies had just returned from a shopping trip and cookery class with their support workers and one of them proudly showed off the colourful cupcakes she had

baked in her class. One of the support workers told me that despite all of the challenges that the service faced during the pandemic, she enjoyed supporting the residents and still got great job satisfaction even after many years in the role.

### **Community-led Care**

Along with my cabinet colleagues, Cllrs Lister and Cllr Bradbury, I was delighted to meet with staff from Action in Caerau & Ely (ACE) on 18 October to discuss their work with Cwmpas, the UK's largest co-operative development agency. Cwmpas has secured investment from the National Lottery Community Fund for a 'test and learn' project, enabling communities to have a voice and control over their care. With the support of Cwmpas, ACE will engage with the local community to explore community-led care; what assets and skills can the community bring that would help support each other; what outcomes do they want to see; and what opportunities exist to transform social care in the area.

Approximately £290k is being invested in two projects that will test two different models of community-led care, aimed at providing a solution to social care issues. Both models will demonstrate that early community care interventions are affordable, viable and sustainable solutions to the care crisis. ACE is one of the two local project partners along with Pembrokeshire Association of Voluntary Services.

### **Falls Awareness Week**

Falls Awareness Week took place on 3-7 October 2022 and is more important than ever this year as the community moves to the recovery phase of the Covid-19 pandemic. Whilst the public health messaging of 'Stay Home and Stay Safe' was critical in the fight against the virus, there has been a significant increase in mental health issues and loneliness due to social isolation. Levels of de-conditioning affecting mobility have also been associated with lockdowns.

Visitors to the Community Hubs during the week were encouraged to join in with a raft of sessions which contribute to falls prevention by improving core strength. These included Wake Up and Stretch, Elderfit, Tai Chi, Ladies Fitness Movement, Walking Football, Walking Netball, LIFT (Low-Impact Functional Training) classes and many more. These sessions will take place regularly in the Hubs as part of the preventative health agenda.

In addition to this, resources which provide information about positive adjustments that older people can make to keep them mobile as well as preventing falls have been distributed by Public Health Wales to Hubs. The resources are also available through the Outreach Library Home Delivery Service.

### **Independent Living Services**

I am pleased to provide members with details of a story that truly demonstrates some of the tremendous work that Independent Living Services (ILS) are doing to support people across the city to remain independent at home.

The service was asked to visit a gentleman who was struggling and presenting to his GP with non-medical needs. He had suffered two strokes, has arthritis in both hands and damaged vertebrae in his lower back causing significant pain. He had recently

struggled to get out of the bath and was feeling extremely isolated. After a home visit from ILS officers and a “what matters” conversation (a discussion to identify how a person wants to live and what support they need to achieve that) with the man, a number of measures were put in place to help him live more independently and safely in his own home.

Handrails were installed in the hallway and grab rails in the bathroom to reduce the risks of falls and help the man’s confidence moving around his home. In the event a fall did occur, a falls detector was also installed by Telecare and the man was provided with a personal alarm button pendant so that he could call for assistance from the Warden Service. A blue badge has been ordered to allow the man’s family to take him out more easily and provide more convenient parking – reducing distances he would otherwise have to walk. A bath board to allow safer access was also provided, whilst the installation of a walk-in shower was undertaken.

Following these actions, the man feels much more confident moving around his home and bathing. His family also feel reassured knowing any possible falls will be responded to quickly. These outcomes show the benefits of collaborative working with our colleagues in Health and have led to a reduction of GP time utilised for non-medical needs.

## **CHILDREN’S SERVICES**

### **Cardiff Youth Justice Strategy 2022-24**

The new Cardiff Youth Justice Strategy 2022-24, entitled ‘Building Safer Futures Together’, was launched on 27 September 2022, attended by the Leader, Cllr Mackie and the Chief Executive, as well as partners from Cardiff & Vale UHB and South Wales Police. The new strategy was developed between January and May 2022 in a series of workshops with those involved in the services. Core to this has been engagement with young people. Recommendations made by HM Inspectorate of Probation in their report published in August 2022 following their inspection of Cardiff Youth Justice Services in April have also been incorporated into the strategy. The strategy identifies three big challenges to be focused on over the next two years: the continuing impact of the Covid-19 pandemic on children’s health and wellbeing, and on achievement and progression; the violence linked to exploitation (of various types) of children by adults; and being able to meet the emerging needs of all children in contact with Youth Justice Services.

### **Cyfri Service**

Children’s Services have introduced a new specialist intervention team that will deliver an intensive six-week programme using a therapeutic prevention approach for families presenting with problematic substance use. Cyfri, which means to count in Welsh, was chosen as the name for this new team by one of the families receiving a service from the Early Intervention Team. This new approach dovetails with our priority to shift the balance of care so more families get early support and that children are supported to live at home with their families where it is safe and appropriate for them to do so. This approach will be reviewed at regular intervals an evaluation will be completed at the end of the first year in September 2023.

## **National Adoption Week 2022**

As part of this year's National Adoption Week 2022 this year, which runs from 17 to 23 October, the National Adoption Service (NAS) for Wales has released the second season of their podcast *Truth be Told: Adoption Stories*.

Wales' only adoption podcast places children waiting to be adopted at the heart of the conversation, sharing the experiences of seven adoptive families on topics such as contact, education, support, and trauma. The six-episode series highlights the ongoing need for a diverse range of adopters to come forward to provide forever homes for children, particularly sibling groups, children from ethnic-minority backgrounds and older children. This year's production includes both audio and video episodes in English and Welsh.

In addition to the podcast, regional activity during National Adoption Week, aimed at raising awareness in local communities, will be led by Vale, Valleys and Cardiff Adoption, the collaborative service for the council as well as Merthyr Tydfil, Rhondda Cynon Taff and Vale of Glamorgan. Together with Foster Wales, the service will be releasing a new blog today focussing on adopters and foster carers sharing experiences of maintaining contact.

Visit [www.adopt4vvc.org](http://www.adopt4vvc.org) to read the blog. For more information on National Adoption Week and to listen to the podcast, visit the NAS website at [www.adoptcymru.com](http://www.adoptcymru.com)

## **Fostering**

The Foster Wales Cardiff team have been visiting Hubs around the city, to promote fostering in Cardiff, answer questions about how to become a foster or supported lodgings carer, and increase their visibility within the city's communities. The Hub visits have been promoted via social media. This has been supplemented by the national campaign with Alastair Cope, Head of Foster Wales, appearing on BBC Wales for an advice hour. The show talked about all things fostering – debunking some myths and explaining the assessment process, as well as the benefits of fostering for your local authority. I'd like to thank Members for the positive responses offering to support foster care recruitment for the Council and have asked officers to consider a further briefing for all Members. For further information about fostering in Cardiff, please visit: <https://cardiff.fosterwales.gov.wales>

## **Positive Feedback by Children Looked After**

Children's Services have continued to receive compliments and feedback about good practice, with one lovely example coming from an Independent Reviewing Officer (IRO) who has reviewed the care plan for one young person looked after over the last four years. The IRO noted that since a Social Work Assistant started to support the young person a few months ago, they have witnessed the young person's voice really being heard, shared and continuously supported with the aim of achieving the brilliant outcomes that are now being seen. It was noted that throughout this period, the Social Work Assistant has continued to appropriately address and overcome complex challenges in a child-focused way. Their hard work has now enabled the start of planning for a reunification with the young person's family. The young person's parents, sister and the young person themselves have stated how thankful they are for the Social Work Assistant and for the professional relationships that have been



developed during this time to allow such positive progress. The family shared with the IRO how much they would like to thank the Social Work Assistant. They all remain motivated and committed to achieving the best outcomes for this young person as a result. It is a real positive to hear stories such as this and I would like to take the opportunity to restate mine and Cllr Mackie's commitment to celebrating the fantastic work of staff across Social Services.

### **Increased Demand for Early Help Services**

So far this year, 375 parents have completed a parenting programme or intervention, benefitting 407 children, exceeding the position this time last year, with 98% of families demonstrating improvement. However, the Early Help Service is continuing to experience a significant increase in demand across all areas.

The increase in complexity has led to a substantial increase (38%) in the average call time to the Family Gateway. Contact Officers are undertaking in-depth assessments of need, which can often lead to multiple referrals to ensure that the right support is put in place. Unfortunately, the waiting list for the Family Help Disability Team has risen to 12 weeks due to an 80% increase in referrals. Cardiff Parenting has also seen an increase in both the number of referrals and their complexity, which means the waiting time for psychology-led one-to-one support for families is now up to 30 weeks (18 weeks for early years).

Officers are continuing to work hard to reduce these waiting times. The Family Gateway is also currently experiencing a significant staff shortage with a number of vacant posts on the team and officers are currently developing a raft of recruitment initiatives to address this. Additional resources are also being provided to the Family Help Disability Team, which will enable a significant reduction in the waiting list before the end of the year.

### **Circle of Security**

Last month, Cardiff Parenting introduced a new parenting programme called Circle of Security, which focuses on strengthening the attachment between caregivers and children under 8 years old. I am pleased to announce that the Psychologists in the team have been invited to present their work on undertaking a whole team approach to using Video Interaction Guidance at the Association for Infant Mental Health (AIMH) UK National Conference on 24 November 2022 as an example of best practice in the UK.

### **Childcare Offer**

Childcare Offer providers across Cardiff have received their invitation to register with the new Digital Childcare Offer for Wales Service. The Welsh Government has provided training events for both childcare providers and the Childcare Offer Team to ensure local support is available for any providers requiring assistance. Parents and carers applying for Childcare Offer funding for children eligible to start childcare from January 2023 will be the first families to apply via this new digital service and, again, the Welsh Government is providing training to Childcare Offer Teams so they are fully prepared to give comprehensive advice and guidance on using the new online portal.

**Councillors Norma Mackie & Ash Lister  
Cabinet Members for Social Services (Job Share)  
21 October 2022**

**COUNCIL: 27 OCTOBER 2022**

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## **TACKLING POVERTY, EQUALITY & PUBLIC HEALTH STATEMENT**

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### **Visit to Cardiff Foodbank**

We were both pleased to visit Cardiff Foodbank's new offices and warehouse in Splott recently. Cardiff Foodbank is a member of the city-wide Food Cardiff partnership of which Cardiff Council is a founding member. The warehouse now distributes food to eight centres across Cardiff and is part of the Trussell Trust, which supports over 1,200 foodbank centres across the UK. We heard how the need for emergency food provision has increased considerably due to the cost-of-living crisis and saw how the operation worked, relying on an impressive number of volunteers. The Council has recently provided direct support to Cardiff Foodbank by grant funding £46,000 via the Household Support Fund to purchase food stocks. This has assisted at a time where an increase in demand has corresponded with an overall reduction in donations. The Council's Food Strategy contains a key action area of tackling food inequalities across the city, and we were happy to be able to help in this context.

### **PUBLIC HEALTH & EQUALITY**

#### **Covid-19 Autumn Booster Vaccination Programme**

As I outlined in my Council Statement last month, the Autumn 2022 Covid-19 booster programme is underway. Covid-19 vaccinations are being delivered in GP practices, community pharmacies and at the two Mass Vaccination Centres (MVC) operated by Cardiff & Vale University Health Board (UHB) – Woodland House in Cardiff and Holm View in Barry, Vale of Glamorgan. There is no walk-in provision for booster vaccinations; however, a person can still walk into a MVC for their first or second doses and first booster jab if they haven't yet received it and are eligible.

The Cardiff MVC at Woodland House on Maes-y-Coed Road in the Heath Ward is open seven days a week from 10am to 7pm for vaccination by appointment only, for which those who are eligible will receive an invitation by post. There is no need for citizens to contact the Health Board or their GP Practice. If a person is unable to attend their appointment, they can contact Cardiff & Vale UHB by:

- E-mailing [cvuhb.massimms@wales.nhs.uk](mailto:cvuhb.massimms@wales.nhs.uk) with the details of the appointment they would like to reschedule/cancel, including their name, address and date of birth.
- Completing this [online form](#)
- Calling the booking centre on 029 2184 1234; however, there may be a wait to get through on the phone line so people are encouraged to e-mail first or use the online form.

I circulated a briefing to all members on the Covid-19 booster and winter flu vaccination programme on 20 October. Further information about the Covid-19 booster vaccination programme is also available on the Cardiff & Vale UHB website at: <https://cavuhb.nhs.wales/covid-19/cavuhb-covid-19-mass-vaccination-programme/>

### **'Dragon Play to Learn' Scheme**

As part of the Amplifying Prevention agenda, Cardiff's Hubs and Libraries are working with Sport Cardiff to encourage children and young people to be more active and move more. Sport Cardiff will be training the Hub staff through the 'Dragon Play to Learn' Scheme. This scheme is designed to add movements to story times with specially selected stories that young people can engage with including moving and dancing to the stories. There are also specially created resources available that Hub staff will be introducing into Story and Rhyme Time. Sport Cardiff and Cardiff Hubs and Libraries have already teamed up to offer an additional fantastic initiative aimed at getting children in Cardiff moving and active by encouraging them to take part in sports activities. Free sports equipment, for sports such as table tennis, boccia, athletics, badminton and cricket, is available for children and young people to borrow using their library card at participating Hubs which are Fairwater, Ely & Caerau, Grangetown, STAR, Llanrumney, Powerhouse, Rumney and St Mellons.

### **TACKLING POVERTY & SUPPORTING YOUNG PEOPLE**

#### **Launch of the Winter Fuel Scheme**

September saw the launch of the Welsh Government Winter Fuel Scheme, which supports eligible people with a one-off payment to help with fuel costs. On the second day of the scheme, a record number of calls were taken by the Adviceline in just four hours, 600 of these calls were regarding the Winter Fuel Scheme. To date, over 26,500 applications have been received, with 15,432 applications approved and paid by the benefits team. It is anticipated that around 40,000 applications will be made, and officers are working to ensure that everyone who is eligible makes a claim. This is an excellent achievement from staff who are working exceptionally hard to ensure that funds are allocated to those that need it as quickly as possible.

#### **Cost of Living Support for Schools and Parents**

At the recent Headteacher's Conference, which was held at Cardiff City Stadium on 30 September 2022, presentations were given on the services within the Housing & Communities directorate, including Housing and Homelessness, Money Advice, Into Work Advice, and Community Hubs. A Cost-of-Living Crisis presentation was also delivered to the headteachers, setting out the schemes, funding and support available to parents and staff who are struggling financially. Since the conference, 12 schools have been in contact to arrange for the Money Advice Team to visit and speak to parents about the help available; the team will be hosting coffee mornings and will hold stands at upcoming Parents Evenings.

#### **Visit to Citizens Advice**

This month I had the pleasure of visiting Cardiff & Vale Citizens Advice to see the great work they are doing to support our communities. The close working relationship between the Council's Advice Services and Citizens Advice has been enhanced in

recent years. The teams make referrals to each other using each other's areas of expertise to ensure the best use of resources across the city. I discussed with the teams the increase in demand on the services and how the organisations are dealing with this. It was interesting to hear how, following the pandemic, so many people now access support over the phone rather than face to face. However, it was clear that to support our most vulnerable, face-to-face provision is vital and the use of our Community Hubs can provide this interaction.

### **Cost of Living Taskforce**

As mentioned in my statement last month, a new monthly Cost of Living Taskforce has recently been set up by the Council's Advice Service, bringing together a range of internal departments and key stakeholders including Citizens Advice, Cardiff Third Sector Council (C3SC), the Department for Work and Pensions (DWP), Welsh Government, Cardiff Foodbank and Registered Social Landlords to work together to ensure a joined-up approach to supporting communities across the city. The Taskforce will specifically focus on collaborative working, funding opportunities, sharing of resources and local intelligence.

The Taskforce aims to identify priorities for those affected by the cost-of-living crisis, secure the commitment of partners and funding opportunities, share good practice and success, including promotion and marketing, and develop ways to build upon and enhance work by Cardiff Council, the third sector and other public sector bodies to support residents most in need. The Taskforce will also keep an eye on any emerging issues so that they can be dealt with quickly and effectively.

### **Warm Places and Food for Young People**

A core part of open access youth work delivery is cooking sessions at youth centres and with young people cooking for each other. The service will be extending this to ensure that hot food and drink is available to any young people who need it through the autumn and winter months. There are seven centre-based provisions across the city which can provide this as part of their junior and senior weekly sessions. In addition, as part of our street-based engagement, these teams often deliver from pop-up tents in locations such as parks and provide hot drinks and snacks. This has been very successful and offers young people a chance to shelter and keep warm. Within existing resources, the team will now develop a coordinated approach where hot drinks and warm spaces will be provided as part of and/or alongside existing provision and well as looking to ensure hot food and drink is available to any young people through the autumn and winter months.

### **Digital Support and Cooking Courses at Supported Accommodation**

The MILES Youth Team has been working closely with the Adult Learning Team to deliver 'Cooking on a Budget' courses at supported accommodation venues. The course is aimed at equipping young people with the skills to cook healthy, nutritious meals on a limited income. The courses have been well received and will continue to be delivered in different young persons supported accommodation across the city. The MILES Adult & Youth Teams, along with the Digital Support and Adult Learning Teams, have started attending a new weekly drop-in session at Yr Hafan supported accommodation, to provide employment and wellbeing support to the families placed there. The drop-in sessions have started positively, and the teams are looking forward

to building relationships with the staff and supporting more families in the coming months. Families will receive one-to-one support and advisors will be available to help with tablet gifting, pre-employment support and accessing accredited training.

### **Jobs Fair**

The Cardiff Jobs & Wellbeing Event was held on 22 September 2022 at the Capitol Shopping Centre. The city-wide jobs fair consisted of 33 employers, including St David's Hotel, Cardiff Bus and Cardiff & Vale University Health Board. In addition, 21 support providers held a stall at the event including Cardiff & Vale College and Cardiff City Foundation. Over 450 jobs seekers attended the event, engaging with employers to access local employment opportunities. I am pleased to tell you that 107 job seekers were offered an interview on the day. Additional support was provided for those with Additional Learning Needs, disabilities, and low self-confidence due to mental health issues. A quiet area was provided, as well as personal tours of the event, with support from members of the Into Work Advice Service and Communities for Work project.

### **Shortlisting for National Awards**

I am pleased to announce that two Youth Service teams were shortlisted for recent national awards. The Digital Youth Club, an online youth worker-led secure forum for young people who cannot or do not want to attend a youth centre, has been shortlisted for the Youth Work Excellence Awards 2022 in Wales. The awards ceremony is due to take place on 1 December 2022 in Swansea. The Post-16 Team was also shortlisted in the 'Outstanding Impact in Education' category of the Mental Health & Wellbeing Wales Awards, which were held on 10 October 2022.

### **Youth Service Development**

To further strengthen the work around young people who are not in education, employment or training (NEET), a new post has been developed to lead on the management of post-16 NEET data, with a focus on 16-18-year-olds, which is the tracking window that Careers Wales reports to Welsh Government on, and also a safeguarding element for young people aged 18 and under. Another aspect of the role will be to help coordinate the internal referrals which come in from the Youth Service and from other agencies and organisations (for 16-24-year-olds), which then get triaged and allocated to our post-16 Youth Mentors or/and supported onto specific suitable projects to try and engage with the young people to help them work towards their personal goals.

### **Youth Service Support for Learners Educated Other than at School (EOTAS)**

The Youth Service EOTAS mentor team continues to work closely with a number of education officers in relation to children who are looked after, and Additional Learning Needs (ALN) to monitor the destinations of all vulnerable learners at risk of becoming NEET. Fortnightly tracking meetings bring together these services to identify and support young people at this crucial time of the year as they transition from statutory school age to post-16 education, employment, or training.

**Councillors Julie Sangani & Peter Bradbury**  
**Cabinet Members for Tackling Poverty, Equality & Public Health (Job Share)**  
**21 October 2022**

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## **TRANSPORT & STRATEGIC PLANNING STATEMENT**

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### **Transport Projects**

The Transport Programme Team is continuing works on site as part of the Central Square, Tudor Street, City Centre East, Saunders Road and Cycleway 1 schemes, which amount to over £25million of infrastructure being delivered on the ground. Works on the Central Square and Tudor Street schemes are due to be completed this month. The Dock Feeder canal in the City Centre East Scheme is also now fully exposed and work is now focusing on building the supporting structures and public realm improvements.

### **Civil Parking Enforcement (CPE)**

The Civil Parking Enforcement (CPE) Team continues to undertake patrols across the city, issuing 16,609 Penalty Charge Notices last month via officer foot patrols, mobile enforcement vehicles, and both static and attended cameras. This is essential to managing the highway network to ensure the expeditious movement of traffic and improving road safety. Additional support has been provided during events in the city, to support with congestion around schools at the start of the new term, and as new controlled parking zones have gone live.

The CPE Team continues to work closely with colleagues across the Planning, Transport & Environment directorate to provide enforcement for new active travel schemes, including camera enforcement for School Streets using automatic moving traffic cameras. The Traffic Regulation Order (TRO) for a School Street scheme at St Pauls Primary School in Grangetown has been sealed and we are hopeful of sealing the TRO for a School Street for Kitchener Primary School in Riverside very shortly. These schemes will be implemented over the coming months with support from the Active Travel Schools Team, which continues to engage with schools across the city and support them with implementation of their Active Travel Plans.

### **Highways Asset Management**

This year, the Asset Management Team has already delivered reconstruction, resurfacing or associated treatment works to 122 streets in the city, reflecting investment of over £2.7million in highways assets. Work will continue to be delivered throughout the 2022/23 financial year, with another 16 streets included within the programme representing further investment of approximately £900,000. In addition, highway repairs and localised resurfacing works have been – and continue to be – delivered to roads and pavements throughout the city.

## **Electric Bus Scheme**

The Council has received £8m of grant funding from the Welsh Government to support the transition to the use of electric buses on the Cardiff network. Consultation with bus operators on the scheme is being undertaken this month to inform how it will be implemented to achieve best value.

## **RSPCA PawPrints Awards 2022**

I am pleased to announce that Cardiff Dogs Home has received two RSPCA PawPrints Awards – a Gold award in the Stray Dogs category and a Silver award in the Kennelled Dogs category. The awards have been made in recognition of the fact the standard of kennelling provided by Cardiff Dogs Home, and the way that staff look after stray dogs, exceeds basic and statutory service requirements. The service is supported by the Rescue Hotel charity, which raises funds to provide additional services such as qualified behaviourists for dogs awaiting rehoming.

PawPrints is the only award scheme across England and Wales to recognise and celebrate good practice, which drives forward higher animal welfare standards. The award scheme is also supported by the Local Government Association (LGA), Welsh Local Government Association (WLGA) and Chartered Trading Standards Institute (CTSI), among others.

## **Cardiff Dogs Home**

I visited Cardiff Dogs Home on 7 October 2022 and met with staff and representatives of the Rescue Hotel charity who support the service, as well as some of our ever-reliable volunteers. The team at the Dogs Home provide a superb service and it was good to meet with the staff and discuss the work that they do and plans for the future of the service and how we would like to develop it in partnership with the Rescue Hotel. The Rescue Hotel charity has done sterling work and generated £270,000 in just 18 months to refurbish the kennels at the Dogs Home and has secured help from Capital Construction to assist with the development work. Whilst at the dogs' home I had the opportunity to meet with a number of the residents including a Lurcher mum 'Melanie' and her litter of seven pups and I picked up my Cardiff Dogs Home Calendar, which is available for purchase via the Rescue Hotel website or directly at the Dogs Home for £10, with all revenue received going directly to benefit the dogs in our care.

## **Cemetery of the Year 2022**

After last month's great news that Cardiff Bereavement Services were successful in winning the APSE Cemetery & Crematorium Service Team of the Year Award, I am delighted to announce that Thornhill Cemetery was named Cemetery of the Year 2022 in the Large Burial Ground category. This is a wonderful and well-deserved achievement for the service and, once again, reinforces the high standards of service provided by the Council to Cardiff residents. I am sure that members will join me in passing on congratulations to all of the Bereavement Services Team on receiving the two most prestigious awards in their industry within the same year.



## **Memorial Services**

Further to my Council Statement last month, I would like to remind members that the second of two special Covid-19 memorial services will be held at the Wenallt Chapel at Thornhill Crematorium on 26 October 2022 at 6.30pm. The service, which anyone is welcome to attend, will provide an opportunity for those who lost somebody close during the Covid-19 pandemic to remember loved ones and reflect on their passing.

In addition, the annual Christmas Memorial Service will be held at the Wenallt Chapel at Thornhill Crematorium on 11 December 2022 starting at 2:00pm and anyone is welcome to attend. Memorial Tags will be available for purchase for a suggested donation of £2, which can be hung on the memorial Christmas trees outside the Chapel. All proceeds will go to this year's supported charity, City Hospice.

## **Registration Services**

Registration Services remain very busy with marriages and civil partnerships. In the current year of 2022, officers have had to deal post-pandemic with legal notices and ceremonies from 2020, 2021 and 2022. Looking forward, new ceremony bookings for 2023 and 2024 have increased as Cardiff continues to grow, not only in population, but also as a very desirable city in which to hold a ceremony. A number of bookings for 2025 have also been taken within the last few weeks.

Planning a wedding or civil partnership ceremony will hopefully become easier in the future. A small project team of Registration Services staff is currently developing a new online marriage portal for couples looking to have their marriage or civil partnership in Cardiff. This will enable 24/7 access for customers to choose their vows, make amendments, make payments, book appointments, ask questions etc. From an office administration perspective, it will instantly produce ceremony scripts, allow immediate resource allocation for ceremonies, cut down enormously on paperwork and unnecessary phone calls, and improve response times. This will provide the Ceremonies Team with time to deal with the more technical side of marriage and offer more one-to-one time with those couples who require more assistance.

It is now possible to register deaths every day at the Thornhill Cemetery offices, which customers have been very positive about. It provides the opportunity for them to speak to Bereavement Services staff after their registration appointment to get more information on cremation and burial offerings and discuss funeral arrangements in one visit.

**Councillor Dan De'Ath**  
**Cabinet Member for Transport & Strategic Planning**  
**21 October 2022**

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**COUNCIL: 27 OCTOBER 2022**

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**DEPUTY LEADER & EDUCATION STATEMENT**

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**UNICEF Child Friendly City**

I am pleased to confirm that all the required evaluation reports and supporting evidence for Cardiff's submission to UNICEF's Child Friendly City Team are now in place. This includes key findings from a session hosted by a committee of young people that took place on 15 October 2022, which was attended by Cabinet Members and senior officers who answered questions relating to Cardiff's work to embed child rights over the last four years. UNICEF will now convene a panel of experts in January 2023 to scrutinise Cardiff's submission, which will include interviews, focus groups and field visits with an outcome expected shortly afterwards. I would like to thank all of the elected members, council officers and wider public service partners who have worked so hard to make child rights a reality for children and young people in Cardiff over the last four years.

**Black History Month**

Black History Month takes place in October each year in the UK. This national celebration aims to promote and celebrate the contributions of those with African and Caribbean heritage to British society and to foster an understanding of Black history in general. In our schools Black History Month has traditionally been the month where schools deviate from their curriculum to explore certain areas of Black history. This has previously involved a week or two of assemblies devoted to the area, as well as classroom activities looking at key historical figures such as Martin Luther King and Rosa Parks. Whilst these activities are still going ahead, schools are increasingly incorporating Black history into the new curriculum areas and spreading the learning across the academic year. For example, in Grangetown Primary, all staff have been working to embed diversity and inclusion within all curriculum topics and Windsor Clive Primary has worked on a term-long topic, exploring identity and diversity within the school and the local community. To support schools to incorporate Black history and themes of diversity within curriculum areas, the Ethnic Minority and Traveller Achievement Service (EMTAS) has recently developed a comprehensive and informative PADLET where a wealth of resources are located: <https://padlet.com/cardiffemtas/mfisam10izp6otu5>

**Seren Network**

The SEREN Network was launched at an event on 10 October at City Hall which was attended by over 500 pupils and their families. Mike Tate, Assistant Director Education, and Ken Poole, Head of Economic Development, opened the event and demonstrated to pupils the wealth of opportunities available to some of our brightest students in Cardiff. I would like to thank all the Cardiff Commitment employers who

supported the event by providing industry insights and information about career opportunities.

### **Free School Meals for Primary School Children**

All the works to school kitchens to enable each primary school in Cardiff to be able to provide a free school meal for every Reception aged pupil were completed by the start of the current Autumn term and each school is now able to offer a hot meal to all Reception aged pupils. Officers continue to work with contractors to identify and commission the necessary works required to school kitchens to support the next step in the roll-out of this universal free school meal offer to all pupils in Years 1 and 2. With the continuing cost-of-living crisis having an impact on most families, it is concerning that the actual take-up of free school meals from those pupils eligible for a meal remains below 75% in a large number of schools. Council officers and schools continue to promote the availability of free school meals to ensure those pupils eligible do not go hungry during the school day.

### **Ysgol Gymraeg Groeswen Primary School**

I was pleased to attend the ground-breaking ceremony for the new £9million Ysgol Gymraeg Groeswen Primary School on the Plasdŵr development earlier this month. The Leader of the Council and Headteacher Designate spoke about the ambitious plans for this innovative project being at the centre of the community, once established. It was great to see the groundworks almost complete ahead of the steel frame being installed this month. When completed, the new school will have two forms of entry and offer 420 places in total, as well as 96 part-time nursery places. The school will also be the first of its kind in Cardiff to provide a dual language education stream – i.e. one form of entry for Welsh-medium education and one form of entry for English and Welsh dual-language education. The new school is expected to admit its first pupils in September 2023.

### **National Plan for Music Education**

Officers from the Cardiff County and Vale of Glamorgan Music Service (CCVGMS) are currently engaging with schools to promote how they will be taking the lead in delivering the National Plan for Music Education across schools in Cardiff and the Vale of Glamorgan. This will include:

- The development of Music in Schools and Music Outside Schools programmes;
- The development of the CCVGMS element of the National Musical Instrument Library, which will enable pupils and schools to request to loan a musical instrument;
- The development of professional learning opportunities for schools and settings;
- The development of a recording and production base to offer a range of packages for schools and settings; and
- The continued development of local and regional partnerships to complement the National Music Service and to build on the strong community links already developed by schools and settings.

**Councillor Sarah Merry**  
**Deputy Leader & Cabinet Member for Education**  
**21 October 2022**

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## **CLIMATE CHANGE STATEMENT**

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### **Segregated Recycling Expansion**

The Council will commence the expansion of segregated recycling from 29 November 2022 in parts of the Rhiwbina, Heath, Splott and Grangetown wards, alongside the original trial areas in the city which will continue with segregated recycling.

The feedback from the initial trials has been vital in improving the strategy in areas such as vehicle design, bag design, publicity and collection timings. Those residents who have been part of the trial have been written to, thanking them for their efforts and explaining some of the findings and next steps.

The Council will be expanding the scheme in a phased manner so that residents are informed about the changes, with staff working on-street to assist with any questions that residents may have. I would like to thank the members from the wards involved in the expansion who have helped identify local partners and talked through concerns and ideas.

Purpose-built vehicles have been procured by the Council which have separate compartments to store the different recyclable items so that they are separated at source/collection, rather than through a secondary sorting process.

By residents reducing, reusing, recycling and composting as much of their waste as possible, the city's recycling rate will increase, so, as a city, we can continue to reduce our carbon footprint and work towards meeting our challenging and important recycling targets.

### **Cardiff Circular Economy Network**

I was pleased to attend the launch of the Cardiff Circular Economy Network (CCEN) at Techniquest on 4 October. The network will work to implement circular economy principles in businesses and schools by sharing and promoting examples of best practice.

A pilot project took place between January and September this year and saw the One Planet Cardiff and Cardiff Commitment teams join forces with Cardiff Metropolitan University and Celsa Steel UK to work with businesses and schools within the Council's boundary to network and develop a deeper understanding of circular economy principles and practices.

To date, CCEN has delivered seven workshops and engaged with 12 schools. These sessions provided educators with tools to embed circular economy principles across the curriculum, supporting the sharing of resources and the development of new lesson plans. This supports the implementation of the One Planet Cardiff Strategy and

educational resources for the new Curriculum for Wales. CCEN has also engaged with businesses in a wide range of sectors such as manufacturing, construction, utilities, retail and finance, and business support service organisations such as Business Wales and Cynnal Cymru have been included.

The CCEN project has successfully brought together different partners to identify problems and work on solutions to make Cardiff a more sustainable city. I was especially pleased to hear how schools and young people are getting involved. We need everyone to be working together to tackle the climate emergency.

### **Monthly Garden Waste Collections**

Kerbside garden waste collections are being collected monthly between 4 October and 25 November 2022, giving households two further green waste collections before the service is suspended during December 2022 and January & February 2023.

Figures show that the amount of garden waste collected from households reduces by 80% over the winter season. With this significant reduction, waste collection crews will focus on the collection of food waste, black bag waste and recycling, which increases significantly over the Christmas period as people spend more time at home.

One-off collections will be arranged over the festive season to remove Christmas trees from residents' homes, with community 'Big Sweep' events being held and the Leaf Fall Street Cleansing Team continuing to operate over the winter months.

### **Small Mechanical Sweeper Fleet**

Cleansing Services are increasing the size of their fleet of small mechanical sweepers from 12 to 16, which will allow a dedicated sweeper to be allocated for cycle lanes and the inner city wards of Cathays, Plasnewydd, Splott and Adamsdown. This will support the development of new rounds in other wards across the city.

### **One Planet Cardiff Schools Pledge**

I attended a meeting of the Cardiff Youth Council on 12 October 2022 to discuss the Climate Emergency and the important role that the youth communities of Cardiff have in our response to it. We discussed the key challenges and projects in our One Planet Cardiff Strategy and the Youth Council then provided feedback on our proposed One Planet Schools Pledge. This pledge will encourage all schools in the city to develop their own school specific plan for decarbonisation and climate action, integrating real-life learning from this into the new curriculum and helping to enable our young citizens to become well informed and persuasive ambassadors for change.

**Councillor Caro Wild**  
**Cabinet Member for Climate Change**  
**21 October 2022**



**COUNCIL: 27 OCTOBER 2022**

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**CULTURE, PARKS & EVENTS STATEMENT**

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**Christmas 2022**

I would not hesitate to recommend a visit to Cardiff at any time, but the capital city at Christmas is always an extra special treat for residents and visitors alike. The Christmas Lights will be switched on from Tuesday 15 November 2022 to officially herald the start of the city's Christmas festivities.

Highlights this year include the addition of the Cardiff Castle Christmas Festival; a spectacular new entertainment attraction being staged inside a beautiful 570-seat Fortuna Spiegel tent in the grounds of Cardiff Castle. Built from wood, cut mirrors, canvas, leaded glass and detailed in velvet brocade, Spiegel tents were once the number one attraction at Belgian funfairs and, this year, the festive shows in the Spiegel tent will transport visitors to a nostalgic and magical world. The Cardiff Castle Christmas Festival will present three shows offering something for everyone. The shows include The Nutcracker – a Christmas ballet with a Welsh twist; Santa's Wish – a brand new magical musical adventure for the whole family; and Castellana – a sensational blend of circus, burlesque and cabaret acts set to live music.

Cardiff's Winter Wonderland Ice Rink and Ice Walk will also return to the grounds of Cardiff Castle this year, whilst all the fun of the fair and the popular Ice Bar will return to City Hall Lawn. In addition, the award-winning Christmas at Bute Park light trail will return to Cardiff from 24 November 2022 to 1 January 2023 for its second year and will include a host of new sights. A mesmerising 1.4km light trail promises to be an unforgettable experience for the whole family to enjoy.

Cardiff Christmas Market will open on 10 November 2022 and run to 23 December 2022, offering bespoke silver jewellery, original artwork, fused glass work, hand-thrown ceramics, handmade quilts and textiles, seasonal food & drink, and much more. The Christmas Market will, once again, be complemented by the traditional and ever-popular Bavarian-themed Festive Quarter.

Finally, no Christmas is complete without the traditional panto and, this year, Snow White and the Seven Dwarfs will entertain festive visitors to the New Theatre from 10 December 2022 to 8 January 2023. St David's Hall will also host performances of Coppelia, The Nutcracker and Swan Lake by the critically acclaimed Varna International Ballet Company over the Christmas and New Year period.

As always, I would encourage Members to visit [www.visitcardiff.com](http://www.visitcardiff.com) to keep abreast of everything that Cardiff has to offer over coming weeks and months.

## **Allotment Strategy**

I am pleased to report progress on the implementation of the updated Allotment Strategy for Cardiff, which was approved by Cabinet in March 2022. The strategy provides a framework for management and ongoing improvement of the service until 2027. A Strategy Working Group comprised of representatives from locally managed and non-locally managed sites has been established to oversee the implementation of the strategy, with a focus on key areas including increasing representation, supporting non-locally managed sites, creating capacity, improving infrastructure, information management and digitalisation. Achievements to date in these key areas include:

- The election of a new committee at the Fairwater site and preparations for elections to be held at the Greenway Road and Pengam Pavilion sites.
- Phased vegetation clearance has been completed at the Ely Farm, Fairwater and Pengam Permanent sites, with works also planned at the Lynton Terrace and Greenway Road sites between October and December 2022.
- The implementation of new allotment management software, which will improve the availability of information to site representatives and reduce the time and complexity of getting access to up-to-date data.
- Working with local sites to deliver plots to meet different needs – for example, at the Pengam Pavilion site, a group of small starter plots in the form of raised beds has been supported through the Travis Perkins Legacy Fund, which provided project materials, and implemented by site-based volunteers with the assistance of staff volunteers from Travis Perkins.

## **Coed Caerdydd**

Building on the progress made last year, which saw an increase in planting numbers in excess of 350% compared with previous years, a second phase of consultation with local Ward Members took place over the summer. All Ward Members have now been notified of proposals for our tree planting programme for the 2022/23 season and I anticipate a further increase in numbers compared to the 2021/22 programme. A key feature of the 2021/22 programme was the engagement with local communities and the work undertaken by the volunteer workforce, which saw 730 individuals involved and 1,880 hours generated. Further engagement will be secured as part of the forthcoming programme and through the network of project participants, which currently total 1,132 individuals. The forthcoming programme will also see a continued focus on planting in areas of low canopy and on land in private ownership. The latter will be critical to the Council achieving the ambitious targets set for canopy cover across the city as part of the Coed Caerdydd project.

## **Parc Mackenzie**

Earlier this month, major improvement works commenced on the University Lawns site on Park Place in the Cathays Ward, transforming the site into Parc Mackenzie. Once completed, provision will include a natural play area featuring log trails and climbing nets beneath the tree canopy. An open lawn area with seating, new natural stone paths, lighting, sculptures and a new entrance plaza & rain garden will also be created. All existing trees will be retained, and new trees will be planted.

The park has been named after Professor Millicent Mackenzie who was a Professor of Education at the University College of South Wales and Monmouthshire (now Cardiff University) from 1910 to 1915. She also campaigned for women's rights, founding the Cardiff branch of the Suffragettes, and went on to become Wales's first female parliamentary candidate and the only woman standing at the 1918 general election. A pioneering voice in the women's rights movement, highlighting the importance of women's participation in academic and political spheres, Professor Mackenzie was also a driving force in the early decades of the humanist movement and was one of the first vice-presidents of the Union of Ethical Societies (now Humanists UK).

### **Horticultural Apprentice Award**

I am delighted to advise that one of our park apprentices, Teaka Scriven, who recently secured a permanent gardener post with the Parks Service, was named as the UK's Horticultural Apprentice of the Year 2022 at an Association of Public Service Excellence awards event on 19 October. The award recognises Teaka's achievements during the term of her apprenticeship and the quality of training provision delivered by the Council, ensuring that there is a succession of skilled staff to meet current and future needs of the service.

### **Grangemoor Park**

Grangemoor Park is scheduled to reopen to the public during the week commencing 19 December 2022. The area was closed to the public to enable safety work to be undertaken on the former landfill site beneath Grangemoor Park. The existing pathways and access to the park have also been upgraded for park users and to ensure that the critical infrastructure on site can now be easily accessed and maintained by the Council. Due to the nesting season, some of the planned works had to be delayed this year, but this work is now progressing well and the park will be re-opened by Christmas.

### **National Exercise Referral Scheme**

Building on the success of the Cardiff Exercise Referral Scheme, the Cardiff National Exercise Referral Scheme (NERS) Team, in partnership with GLL, Cardiff's leisure provider, has recently devised a new delivery model incorporating qualified exercise referral leisure staff from GLL to work closely with the NERS Team to benefit low-risk clients. An additional programme of activities has been implemented across the leisure centres to run alongside mainstream NERS classes, increasing options and improving physical activity adherence. All low-risk clients, with no additional health complications, will be able to access the programme allowing the highly qualified NERS staff to focus on higher risk clients and chronic disease pathways. This new initiative will allow a smoother transition for low-risk clients into mainstream leisure programmes with the aim to increase physical activity levels and impact on long term behavioural change. In addition, a new patient management system is also being introduced by Public Health Wales, which will link directly to NHS patient numbers and Health Boards giving medical professionals easier access to refer their patients and better evaluation and evidence of cost savings for the NHS in Wales.

### **Vocational Education Cardiff**

Our Vocational Education Cardiff and Stepping Stones programmes continue to offer meaningful opportunities for young people of secondary school age to gain the practical skills and hands-on work experience needed to progress in a range of exciting vocational subjects, such as Motocross and Mechanics, Animal Care, Health and Fitness, Outdoor Sports, and Music and Video.

Building on this programme, we have also recently started offering the Junior Steps Programme, which offers KS2 Primary School children fantastic learning and development opportunities in a range of exciting subjects. The programme aims to encourage, engage and support pupils as they learn and develop new skills and experiences throughout the course. Sessions are held one day a week at a number of different venues across the city for the duration of the school year. The programme also covers literacy and numeracy, life skills/PSE workshops, as well as a practical subject of the student's choice. Our structured programme offers courses in Land and Water Adventurous Activities delivered by Cardiff International White Water (CIWW), Play Work delivered by the Children's Play Team, Animal Care delivered by Cardiff Riding School, and Music & Movement delivered by Cardiff Music School. There are currently around 200 learners on roll and the number is growing daily.

**Councillor Jennifer Burke Davies**  
**Cabinet Member for Culture, Parks & Events**  
**21 October 2022**

**FINANCE, MODERNISATION & PERFORMANCE STATEMENT**

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**Financial Update**

On 20 October 2022, the Cabinet approved a paper which provided updated information on the scale of the estimated budget gap that we face in the next financial year. The calculation shows that the real terms cut we can expect based on current assumptions around funding, rising inflation and increased demand for services, which has significantly increased the calculation made previously in July 2022 – rising from a predicted gap of approximately £29 million in the summer to £53 million now.

This is driven heavily by spiralling inflationary pressures, particularly in regard to energy costs, fuel, food, and the expected national pay award, and continued growing demand for key services, like Children’s Services. As an example of the increasing costs we face, our energy costs are currently estimated to be around £15 million higher than at present. This is a crisis in public services that is being faced across the UK.

At the time of writing this statement, the UK Chancellor of the Exchequer is Jeremy Hunt, and he has stated that there will be a fiscal statement in Parliament on 31 October 2022 that may set out important indications of the UK Government’s public spending plans. The impact of any decisions taken there could lead to financial consequential for the Welsh Government, which has indicated that Local Authorities will receive the Provisional Settlement in mid-December 2022.

This is a period of significant uncertainty and volatility and I will seek to update Members as appropriate in the weeks ahead. The scale of the budget gap, if no further support is available to deal with the large increase in costs we face, is larger than we have faced in recent years and comes on top of more than a decade of savings. Work is ongoing now to identify a range of savings to help present a balanced budget next spring, with public consultation on proposals in the coming months.

**Socially Responsible Procurement Strategy**

I’m pleased to report that the Council’s Socially Responsible Procurement Strategy 2022-2027 was well received by the Policy Review and Performance Scrutiny Committee on 18 October 2022, describing it as “excellent and exciting”, and was approved subsequently by Cabinet on 20 October 2022. The Council spends over £560 million purchasing goods, services and works from over 8,000 organisations. As a Council, we recognise that procurement is a key tool for the Council to deliver our wider policy objectives including being carbon neutral by 2030, promoting the

foundational economy, improving fair work, and increasing the delivery of community benefits. This is a corporate strategy and is supported by a detailed delivery plan, which will be updated annually, together with the publication of an annual Procurement Report. The successful delivery of the strategy will require all parts of the Council and partners to play their part, and I look forward to the Council developing and deepening this work in the years ahead.

### **Anti-Slavery Day**

Anti-Slavery Day is marked on 18 October every year and provides an opportunity to raise awareness of human trafficking and modern slavery. It is also a chance to encourage government, local authorities, companies, charities and individuals to do what they can to address the problem. The Council is committed to ensuring that modern slavery and human trafficking have no place in its business and supply chains and every year, publishes its annual modern slavery statement, which can be found at: <https://www.cardiff.gov.uk/ENG/Business/Tenders-commissioning-and-procurement/social-responsibility/Modern-Slavery/Pages/default.aspx>

### **Website**

[www.cardiff.gov.uk](http://www.cardiff.gov.uk) had an increased number of visitors last month (240,000 visits; 833,000 pages viewed) compared to the previous month (201,000; 681,000 pages viewed). In September, 69% of website visitors used a mobile device, up 3% compared to last year, and 23,100 online payments were made via the website totalling £2.6million. 84% of Penalty Charge Notice appeals and 82.6% of street cleansing reports were completed online. The website has also achieved 95% AA level accessibility compliance and is now in joint second place among the 22 council websites in Wales as rated by SOCITM's accessibility partner, SilkTide.

### **CardiffGov Mobile App**

At the end of September 2022, the total number of downloads for the CardiffGov mobile app had passed 65,000 since it was launched. Last month, an update was also released, which made improvements to the user interface and usability of the app, including information on how personal data is managed and stored within the device. The team has also finalised technical updates for waste management emergency scenarios for cancelled waste streams in readiness for any severe winter weather. This will ensure that the mobile app shows the correct information for the waste collection calendar and on missed collection services in the event of any disruption.

### **BOBi Chatbot**

The Council's chatbot, BOBi, had 6,516 conversations last month, continuing to provide a useful opportunity for residents to get key information from the Council. The team is working to deliver new content on the cost-of-living support available for customers and work has also taken place to redesign content to help access information on Council Tax refunds. Feedback from chatbot users is also good, with 85% rating the service as very good, good or ok.

## **Wales Interpretation and Translation Service (WITS)**

The Wales Interpretation and Translation Service (WITS) continues to see month-on-month increases in demand for linguistic support, with a 5% increase in September 2022 compared to August 2022. When comparing to the same period last year, there has been a 42% increase compared to September 2021. Ukrainian continues to be among the top five interpretation and translation languages requested, with high demand throughout Wales. WITS has funded training with Cardiff University for Ukrainian Interpreters, some of whom are Ukraine nationals who have moved to Wales since the conflict and started a new career in professional interpreting.

**Councillor Chris Weaver**

**Cabinet Member for Finance, Modernisation & Performance**

**21 October 2022**

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## **HOUSING & COMMUNITIES STATEMENT**

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### **Warm Welcome Spaces**

Cardiff's Hubs and libraries began providing warm welcome spaces from 10 October and already 350 individuals have taken advantage of the scheme; 93 people received information on support available to help with food and fuel costs. This scheme is a national initiative which has been supported by Welsh Government and is aimed at keeping people warm this winter. The warm welcome spaces are part of the Council's response to supporting city residents through the cost-of-living crisis by providing heated spaces in community buildings where people can pop in for a free hot drink, have a chat with staff and others, and if they wish, find out about services available in the Hub that could support them.

The warm welcome spaces provide the opportunity to read a newspaper, pick up a book from the library or to take part in some of the many varied activities that the Hubs and libraries host regularly throughout the week. Our Hubs and libraries are thriving community spaces and we want to encourage anyone struggling to heat their home to come in and enjoy the warm welcome. Additional locations in the community that can offer warm welcome spaces are actively being sought by officers.

The Council is also offering grants to groups, who want to deliver their own warm spaces or improve their services, through two new funds. The Loneliness and Isolation Fund, delivered jointly with Cardiff Third Sector Council (C3SC), will give up to £1,500 to groups to cover venue hire, promotion and marketing, or work to improve the availability of either the digital or face-to-face side of their services. The Warm Spaces Fund will give up to £500 to groups providing venues well known to local communities including community centres and places of worship to provide their own warm spaces. Groups funded under these schemes will be included on the Warm Welcome Campaign's website <https://www.warmwelcome.uk/>, providing the locations of warm spaces in Cardiff. The application deadline for both schemes is 5pm on Monday 24 October.

### **Summer Reading Challenge and Project Gadgeteers**

Every year, Cardiff's Hubs and Libraries Service holds the Summer Reading Challenge which this year was themed "Gadgeteers" encouraging children to enjoy books, take part in fun free activities and discover the amazing science and innovation behind the world around them. Additional funding was provided by Welsh Government for Welsh libraries to provide a programme of Gadgeteer-themed activities as part of the Summer of Fun. I am pleased to report that 652 children joined the library during the summer. Over 3,900 children in Cardiff were rewarded with prizes and medals for taking part in the Summer Reading Challenge and, almost 6,000 children enjoyed the hundreds of free events which took place in Hubs across Cardiff.

## **Reading Well for Teens**

Reading Well for teens launched in public libraries in England and Wales on 10 October, World Mental Health Day 2022. A free event was held at Central Library Hub on 15 October to promote the initiative with guests from mental health charity, Platform. A special selection of books has been compiled to support the mental health and wellbeing of teenagers aged 13-18, providing information and advice to help them better understand their feelings, handle difficult experiences and boost confidence. The books have been chosen and endorsed by leading health professionals with the final selection co-produced with teenagers. In Cardiff, full book collections have been purchased for every Hub and library across the city, which will be of enormous benefit to younger people following the Covid-19 pandemic. Alongside the books are a selection of digital resources to further support teenagers.

## **Tenants Conference 2022**

I was pleased to attend and welcome our tenants and leaseholders to the Annual Tenants Conference on 30 September at City Hall. This was the first conference to be held in person since 2019 and appropriately enough, the theme of this year's conference was 'New Beginnings'. The conference was attended by more than 80 tenants who were able to visit stalls from many different council teams and external partners such as Dogs Trust, Specsavers and Age Cymru. The conference was a great success and provided a fantastic opportunity for tenants and residents of Cardiff to come together and discuss their experiences.

The conference included presentations on topics such as health and wellbeing in the community, legislative changes such as the introduction of the new Renting Homes (Wales) Act and the construction of new community living schemes across the city on sites, including Channel View and Canton Community Centre. Workshops including healthy cooking on a budget, money advice and Welfare Reform were also provided.

## **Modular Home Extensions**

The Disabled Facilities Service has embraced innovations in the building sector with their new approach to providing home extensions. Modular extensions allow people to remain in their own homes while the work is undertaken and for the work to be completed much faster than previously.

Traditionally, a fully on-site built extension would take long periods of time and required several tradespeople to complete. This year, the service has been installing pre-built modular extensions rather than an extension built on-site where appropriate. The modular extensions are manufactured off-site to specification and then moved into place using cranes. The units are manufactured locally with 85% of the materials used to construct the units sourced in Wales, providing the additional benefit of a much greener solution than a traditional build.

To date, five new modular extensions have been installed, with a sixth under construction. As well as reducing significant disruption to residents, the average delivery time of a disabled facilities adaptation has reduced from 214 days to 119 – a 45% reduction over six months, which is an excellent result.

## **Homelessness Prevention**

I am saddened to announce that the number of people in temporary accommodation has risen significantly since 2021 and is continuing to increase. There are currently 516 families living in temporary accommodation in the city. This represents a 27% increase in occupancy since April 2021 and 8% since the start of this financial year alone. Numbers presenting to Homelessness Services are also increasing, projecting a 10% increase in demand this year. Whilst these figures are of concern, this does not represent the full story of demand on services. With accommodation now at near capacity, waiting lists to enter temporary accommodation have increased dramatically and are up a staggering 426% since July 2021. This demand is felt equally for family accommodation which has a waiting list increase of 378% over the same time period.

To try to mitigate these significant demand pressures on the service, a number of steps have been taken to provide additional support to those who are either already homeless or at risk of becoming homeless. These include expanding the number of Prevention Officers and providing assistance to those in financial hardship. Alongside this financial assistance, mediation is also offered between landlord and tenant, providing advice and support to tenants in order to help keep their homes. Where an individual's current accommodation cannot be sustained, practical assistance is provided to individuals to help them find alternative accommodation. This assistance combines financial support in the form of a bond and rent in advance payments, with practical guidance through our city-wide Home Finder Workshops, Money Advice and Into Work Advice Services.

The Council is acutely aware that prevention is better than cure and is in the process of reviewing preventative measures in the city. The Community Safety Partnership has also noted the increasing pressures faced by Homelessness Services and has agreed to discuss and evaluate the potential impact on the community at the next Community Safety Partnership Board meeting in early December.

Since the end of last month, the Housing Solutions Team and the Homelessness Prevention Team have joined together to provide a comprehensive service to those threatened with or facing homelessness. Bringing the two teams together has reduced duplication of work, providing a more seamless journey for customers. Work is ongoing to implement new procedures to ensure customers have easy access to prevention funding, to help keep them in their own homes, with the creation of two new prevention officers supporting those with rent arrears.

Historically, homelessness prevention services have only been provided face-to-face in the city centre. However, the newly formed team is working towards rolling out this face-to-face prevention service across all Hubs in the city to ensure that residents do not have to visit the city centre to access vital support; this will also ensure excellent links with the Money Advice Team, Adviceline, Housing Helpline and Into Work Advice Services. This personalised, city-wide approach will be instrumental to our success by providing uncompromising access to the services on offer.

Of course, homeless prevention takes time and this does not resolve the immediate issue of capacity concerns within family accommodation. The Homelessness Service is constantly reviewing the needs of the accommodation and calculating future demand and is already seeking to acquire further accommodation wherever possible to help ease this demand.

### **New Modular Temporary Accommodation at Gasworks Site**

In order to help alleviate the housing pressures the city is currently facing, I have tasked the Housing Development Team to bring forward a rapid installation of new modular homes on one of the larger brownfield sites. An innovative approach has been put together with the partner developer, Wates, for around 190 new demountable modular homes to be built on the former gasworks site in Grangetown. This scheme is an example of how the Council can collaborate with private sector partners to provide solutions to some of the problems the city faces. The new modular homes will be installed on the site within months and will provide warm, safe and secure accommodation for homeless families in the short term. Once the long-term development scheme for the site has been through the design and planning process, the homes can be relocated to other sites elsewhere meaning that the Council can make a short term use of what would otherwise be an empty site.

### **Increasing GP Outreach Provision**

In some positive news, funding has been received that will enable the Homelessness Service to increase the provision of GP Outreach Services at our supported accommodation for single people. The funding will cover an additional four sessions meaning there will be a GP available every morning at one of the sites working alongside the nurses. Their focus will be on seeing and treating conditions that, if not treated, would otherwise lead to the use of unscheduled care or attendance at A&E.

### **Welsh Government Visit To Homelessness Services**

Welsh Government officials recently visited some of our Homelessness Teams and worked side by side with them, witnessing the realities that the service is currently experiencing. They joined the Outreach Team and NHS colleagues on one of their walkabouts to see the excellent work that the service is doing to support the most vulnerable people in the city. They were visibly emotional from their experience and could not praise staff in the Homelessness Service enough.

I would like to express my thanks to all staff working across Housing & Communities. Their hard work and dedication are incredibly admirable at a very demanding and challenging time.

**Councillor Lynda Thorne**  
**Cabinet Member for Housing & Communities**  
**21 October 2022**

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## **INVESTMENT & DEVELOPMENT STATEMENT**

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### **Llanrumney Regeneration Scheme Update**

Members will recall our East Cardiff Industrial Strategy that outlined a vision for the development of the east of the city, reflecting the need to improve economic outcomes and opportunity for the area. The Strategy noted in particular a need to improve transport links in the area, with north-south and access across the river particular barriers to improving economic outcomes. In response, we have been working with developers to develop proposals to improve transport links and bring forward economic opportunities in the area, notably as part of the Llanrumney Regeneration Scheme presented to Cabinet in December 2019.

Work has continued in this area and I was pleased to present to Cabinet an update on proposals to establish a new road link and bridge connecting the A48 to the Llanrumney ward, as well as proposals to support a new outdoor sports complex off Mendip Road to be delivered in partnership with Cardiff University and Cardiff City FC. These schemes will make a significant contribution to improving opportunity and access in the area for residents, business and the wider community.

### **Trade Opportunities**

My officials have recently held a meeting with representatives from the Australian High Commission regarding trade opportunities with Australia. I hope we can now arrange a presentation in Cardiff at which the Australia High Commission can present to local companies in 2023 so that businesses in Cardiff can benefit from closer links with Australia from a trade and investment perspective.

### **Business Events**

The business events sector has been one of the hardest hit by the pandemic but we are beginning to see the sector return to the city, with a number of education, healthcare and scientific conferences taking place in the city. On 18-20 October, Cardiff also hosted the Beyond Conference, one of the UK's leading creative industries events, enabling us to showcase some of our city's most innovating and exciting businesses to leaders and investors in the sector.

We are also directly supporting local events, including the Cardiff Business Awards. Over the past month, officials have been taking part in the interview process alongside other sponsors and organisers. The Cardiff Business Awards are now the biggest and most prestigious business awards in Wales, with one hundred entries this year. The winners will be announced in a ceremony at City Hall on 11 November 2022.

## **Annual Hotel Conference**

Recognising the need to see continued investment in our city's hotel offer, Cardiff Council was represented at this year's Annual Hotel Conference in Manchester that saw the nation's main hotel operators and investors gather. In total, meetings were held with over 20 different hotel operators and investors and subsequently a number of further meetings in Cardiff have been arranged to follow up on the active leads.

## **Cardiff's Economic Outlook**

Unemployment in the city continues to track a downward trend, whilst footfall in the city centre continues to exceed national and comparator city trends. A number of new investments continue to take place in the city centre, with venues such as Flight Club taking over three floors on St. Mary's Street opening earlier this month. The city also continues to be recognised nationally as a visitor destination, including being ranked in the top 5 UK city destinations in the Conde Nast Traveller Reader's Choice Awards. We are however mindful of the economic headwinds we face, with the unease in the UK financial markets exacerbating the cost of living crisis. Against this backdrop we remain committed to attracting further investment into our city's economy to maintain our position as one of the fastest growing in the UK and doing so in a way that all of our communities benefit.

**Councillor Russell Goodway**  
**Cabinet Member for Investment & Development**  
**21 October 2022**



# CYNGOR CAERDYDD CARDIFF COUNCIL

**COUNCIL:**

**27 OCTOBER 2022**

## REPORT OF THE DIRECTOR OF GOVERNANCE & LEGAL SERVICES

### COMMITTEE MEMBERSHIP

#### Reason for Report

1. To receive nominations and make appointments to current committee vacancies as set out in the report and in accordance with the approved allocation of seats and political group wishes.

#### Background

2. The Annual Council meeting 26 May 2022 established the Committees and Panels of the Council and their composition. The seats allocated to political groups on each committee were calculated in accordance with the rules on political balance, and nominations were received for each committee from the political groups.
3. In accordance with the Welsh Audit Office Statement of Action P3b (report March 2016), Membership of Committees is a standing item on monthly Group Whips meetings and Full Council, as appropriate.

#### Issues

4. Current Committee vacancies, in accordance with the approved allocations to political groups, are as follows:

Table A

<b>Committee</b>	<b>Vacancy</b>	<b>Group</b>	<b>Nomination Received</b>
Licensing Committee	1 vacancy	1 x Liberal Democrat	
Public Protection Committee	1 vacancy	1 x Liberal Democrat	
Planning Committee	1 vacancy	1 x Liberal Democrat	
Economy & Culture Scrutiny Committee	1 vacancy	1 x Liberal Democrat	

Committee	Vacancy	Group	Nomination Received

- Further nominations to fill existing vacancies received from political groups prior to Full Council on 27 October 2022 will be reported on the amendment sheet.

### Legal Implications

- The Council is required at its Annual Council meeting (and at certain other specified times) to determine the allocation of Committee seats to political groups in accordance with political balance principles set out in Section 15 of Local Government and Housing Act 1989. Having determined the allocations, the Council is under a duty to exercise its power to make appointments to each Committee so as to give effect to the wishes expressed by the relevant political group about who is to be appointed to the seats allocated to their group (section 16 of the 1989 Act).
- The Local Government (Committees and Political Groups) Regulations 1990 ('the 1990 Regulations') requires political groups to be notified of their allocation on each Committee in order that they may nominate individuals to serve on that Committee (Regulation 14). Regulation 15 contains a residual power for the Council to make appointments if the political groups fail to do so. However, apart from this provision, the Council has no discretion in the matter - its function is simply to make appointments, which give effect to the wishes of the political groups.
- The wishes of a political group are to be taken as those expressed to the Proper Officer (a) orally or in writing by the leader or representative of the group; or (b) in a written statement signed by a majority of the members of the group. In the event that different wishes of a political group are notified, the wishes notified in accordance with point (b) shall prevail (Regulation 13).

### Planning Committee

- The Size and Composition of Local Planning Authority Committees (Wales) Regulations 2017 (made under s.39 of the Planning Wales Act 2015), provide that, *except in the case of a local authority which is comprised solely of multiple member wards*, only one Member from a multiple member ward may sit on the planning committee, in order to allow other ward Members to perform the representative role for local community interests (Regulation 6 of the Size and Composition of Local Planning Authority Committees (Wales) Regulations 2017). As Cardiff is currently comprised solely of multiple member wards, this rule is not currently applicable to Cardiff.

### Scrutiny Committees

- The Local Government Act 2000 requires authorities to set up overview and scrutiny committees. The legislative provisions for overview and scrutiny committees for Wales have been amended and supplemented by the Local Government (Wales) Measure 2011 and Regulations made thereunder. In addition, other legislation imposes requirements regarding scrutiny of particular issues, for example, crime and disorder matters (the Police and Justice Act 2006); and Public Services Board functions (the Wellbeing of Future Generations (Wales) Act 2015). Subject to



compliance with the relevant statutory provisions, the size of its scrutiny committees is a matter for each Council to determine.

### **Financial Implications**

11. There are no financial implications directly arising from this report.

### **RECOMMENDATION**

The Council is recommended to receive nominations and appoint to the vacancies on Committees, in accordance with the Party Group wishes, as set out in Table A and on the Amendment Sheet.

### **DAVINA FIORE**

#### **Director Governance and Legal Services**

21 October 2022

### **Background Papers**

Annual Council Reports, Minutes and Amendment Sheet 26 May 2022

Council Report, Minutes and Amendment Sheet 30 June 2022

Council Report, Minutes and Amendment Sheet 21 July 2022

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**COUNCIL:****27 October 2022**

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**REPORT OF DIRECTOR OF GOVERNANCE AND LEGAL SERVICES  
AND MONITORING OFFICER**

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**APPOINTMENT OF PARENT GOVERNOR REPRESENTATIVES TO  
CHILDREN & YOUNG PEOPLE SCRUTINY COMMITTEE****Reason for this Report**

1. The Council is requested to appoint parent governor representatives to the Children and Young People's Scrutiny Committee to fill two vacancies.

**Background**

2. The Council is required to appoint two parent governor representatives to the Children and Young People's Scrutiny Committee (under the Scrutiny Procedure Rules, Rule 3 and The Parent Governor Representatives and Church Representatives (Wales) Regulations 2001). The term of office of one parent governor representative, Matthew Richards expired towards the end of 2021; and shortly afterwards, the second parent governor, Karen Dell'Armi, indicated her intention to resign, resulting in a second vacancy.

**Issues**

3. In accordance with the requirements of the Parent Governor Representatives and Church Representatives (Wales) Regulations 2001, the vacancies were publicised and three nominations were received. An election was held using an electronic ballot during the period from 26 September 2022 to 10 October 2022; and the votes were counted on 11 October 2022. The results of the election are due to be publicly announced on 24 October 2022.
4. The Council is recommended to appoint the two individuals who secured the most votes in the ballot as parent governor representatives on the Children and Young People's Scrutiny Committee, each for a two year term, commencing on 27 October 2022.

## **Legal Implications**

5. As noted above, under the Parent Governor Representatives and Church Representatives (Wales) Regulations 2001 (Regulation 4) and the Scrutiny Procedure Rules (Rule 3), the Council is required to appoint two parent governor representatives to the Children and Young People's Scrutiny Committee, following an election process conducted in accordance with the Regulations. The Regulations make various provisions in relation to eligibility criteria and the election procedures. The term of office of a parent governor representative must be between two and four years; and a parent governor representative is disqualified from continuing in office if they resign or become disqualified from holding office as a parent governor, but not upon expiry of their term of office as a parent governor.
6. All decisions taken by or on behalf the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers of behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Council Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

7. There are no financial implications arising from this report.

## **RECOMMENDATIONS**

8. The Council is recommended to approve the appointments of Bridgid Corr and Celeste Lewis as parent governor representatives on the Children and Young People's Scrutiny Committee, each for a two year term commencing on 27 October 2022.

**DAVINA FIORE**

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

20 October 2022