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AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	MONDAY, 17 OCTOBER 2022, 2.30 PM
Venue	CR 4, COUNTY HALL - MULTI LOCATION MEETING
Membership	Councillor Molik (Chair) Councillors Ahmed, Ahmed, Ash-Edwards, Boes, Lent, Lewis, Littlechild and McGarry

Time approx.

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

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

3 Minutes (Pages 5 - 10)

To approve the minutes of the 18 July 2022 Community & Adult Services Scrutiny Committee.

4 Commitments to Unpaid Carers (Pages 11 - 66)

2.35 pm

Pre-decision Scrutiny

5 Local Authority Social Services Annual Report 2021/22 (Pages 67 - 160)

3.10 pm

Pre-decision Scrutiny

- 6 Implementation of the Renting Homes (Wales) Act 2016 (Pages 161 - 188)** 3.30 pm
Pre-decision Scrutiny
- 7 Community & Adult Services Scrutiny Committee Work Programme 2022/23 (Pages 189 - 202)** 4.00 pm
Committee Business.
- 8 Urgent Items (if any)**
- 9 Way Forward** 4.10 pm
- 10 Date of next meeting**
14th November 2022, 2.30pm.

Davina Fiore

Director Governance & Legal Services

Date: Tuesday, 11 October 2022

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

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COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

18 JULY 2022

Present: Councillor Molik(Chairperson)
Councillors Ahmed, Boes, Lent, Lewis, Littlechild and McGarry

1 : APPOINTMENT OF CHAIRPERSON AND MEMBERSHIP OF COMMITTEE

Noted.

2 : COMMITTEE TERMS OF REFERENCE

Noted.

3 : APOLOGIES FOR ABSENCE

Apologies had been received from Cllr Saleh Ahmed

4 : DECLARATIONS OF INTEREST

None.

5 : MINUTES

The minutes of the 9 March 2022 Community & Adult Services Scrutiny Committee meeting were agreed as a correct record and signed by the Chairperson.

6 : ADULTS, HOUSING & COMMUNITIES 2021/22 QUARTER 4
PERFORMANCE REPORT

Members were advised that this item provided an opportunity for Committee Members to consider and explore the service areas performance levels.

The Chairperson welcomed:

- Cllr Peter Bradbury, Cabinet Member for Tackling Poverty and Supporting Young People.
- Cllr Norma Mackie, Cabinet Member for Adult Social Services
- Cllr Lynda Thorne, Cabinet Member for Housing & Communities and;
- Sarah McGill, Helen Evans, Angela Bourge & Carlyne Palmer from the People & Communities directorate.

The Chairperson invited the Cabinet Members to make opening statements, after which Members were invited to make comments/observations and ask questions.

Members noted that the VAW/DASV level 1 training had a take up of 50% by staff. Members wondered if this was considered as low and asked if the training was mandatory as it could be a way of addressing some of the safeguarding failings. Officers advised that the PI was 51% at the year end but there were some issues with recording the training as officers are aware that more than 51% have completed the training. Officers advised it is a mandatory training course for all staff. Officers are working hard on making compliance as straight forward as possible, using different approaches for non-office based workers such as workbooks etc. and improvements should be seen going forward.

Members referred to DFG equipment, noting that there had been shortages last year and asking if equipment was now being returned and whether the shortage had been addressed. Officers explained that they had had to change the provider list and there was no shortage at the moment. Members were advised that the situation can change due to external factors such as issues in China's ports as well as increases in demand. Members were assured that the next day delivery service has a 100% success rate.

Members asked for an update on progress of the Care Academy. Officers explained that this had been set up to support internal care services and the external care sector. It works closely with providers across the care sector and has ambitious targets set initially by the Into Work Services.

There have been challenges attracting people into the care sector and the academy promotes the sector and gives an honest view of what it entails. Individuals are supported through mandatory training and safeguarding checks, DBS checks etc. so that the individual is presented to the care sector job ready. Other support is also offered such as help with the cost of driving lessons. Members asked for evidence of the positive impact this had had on retention. Officers explained that the initial objective was to recruit new workers. It will go on to help with development and registration and hopefully there will be less turnover of staff.

Members discussed the Community Resource Team target not being met. Members were advised that the main issue was capacity, there was a 35% vacancy rate currently but Officers were doing all they can to address this through job fairs etc. It was noted that the team are taking more complex needs people though the service then concentrating on re-ablement.

Members referred to the temporary accommodation pods that were built for families, but had had to be used for homeless individuals during the pandemic. Members asked if these were going to be used for families going forward. The Cabinet Member advised that that was the intention but as Covid was still around, some were being used for single people to isolate.

Members discussed the targets within the report relating to Council House Building, Rough Sleepers and Sickness, and asked for more information on these and whether there was confidence in meeting these targets. The Cabinet Member stated in relation to Council House Builds that there had been delays due to Brexit and Covid but she was fairly confident they would meet or even exceed the target, depending on external circumstances. In relation to getting rough sleepers into accommodation, Officers stated that the target was 160, which was far more achievable. During Covid rough sleepers were more willing to go into accommodation, now we are coming out

of the pandemic, they are less willing. However, there are less rough sleepers so the target is more reflective of that. In relation to Sickness, Officers explained this was better than the previous year. They are using trends data which ensures the data you have is useful. Members were advised that targets are set to be as challenging as possible and useful to scrutiny. Members were urged to read the stories behind them and to see the work that is going around the targets as there is always more to it than the Red/Green status.

Members asked about the success rate on breaking the cycle of homelessness (93%) and Housing First. The Cabinet Member explained that they have come a long way since the tents on Queen Street and the revolving door of homelessness. There has been real progress in this area and it has been a huge success.

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

7 : ADULTS, HOUSING & COMMUNITIES DIRECTORATE DELIVERY PLAN
2022-23 & PERFORMANCE & PARTNERSHIPS DIRECTORATE
DELIVERY PLAN 2022-23

Members were advised that this item enabled them to explore both the Adults, Housing & Communities, & Performance & Partnerships Delivery Plans.

Members were reminded that in terms of the Performance & Partnership Delivery Plan, it is the detail relevant to community safety, community cohesion and prevent that fall into the Committee's remit.

The Chairperson welcomed the additional witnesses joining the panel for this item:

- Cllr Julie Sangani, Cabinet Member for Public Health & Equalities and;
- Gareth Newell & Sian Sanders from the People & Communities directorate.

The Chairperson invited the Cabinet Member to make an opening statement after which she invited questions, comments and observations from Committee Members,

Members asked for an update on services for male victims of domestic abuse. Officers advised that they did not have that information to hand, but they would bring it back to a future meeting.

Members asked for an update on the Domiciliary Care Quality Assurance Framework and the Care Home Quality Assurance Framework. Officers explained that there had been delays due to Covid but they were working with external organisations and providers and will take feedback from service users, self-assessments and validation. Officers are working with the Vale of Glamorgan on escalation of care concerns.

Members were pleased to see the commitment to peri-natal mental health and asked how these services would be accessed. Officers imagined it would be through the GP but would clarify that. Officers added that they work with Health across the board with the aim of ensuring primary care. Members were advised that officers are

looking at bringing services into Hubs too and are working with the Cardiff and Vale Health Board to implement this.

Members asked for an update on the review of commissioning services. Officers explained that they did some work last year identifying priorities and developing a market stability report which will set out the key priorities. Consultation with providers had identified that a review needed to be done, including looking at the stability of the sector which was currently quite fragile. Going forward there needed to be mixed types of contracts to provide more flexibility. There was an increased need for dementia care. All will be reviewed and brought back to Scrutiny later in the year.

Members asked about how good the Council is at engaging with the diverse communities it is trying to reach. The Cabinet Member that there is a lot going on with communication, including lots on social media and in Hubs. There is always room for improvement through more communication channels, more languages, using local Councillors and also making access to information easier.

Members referred to locality-based programmes asking what is guiding the programmes and what engagement is being carried out with residents in devising the programmes. The Cabinet Member explained that they have to look at what is already out there and bring services/programmes together. The programmes will be delivered in local Hubs, there will be a combination of services and an easy referral route.

Members referred to Population Needs Assessment and noted that there are always silent groups. Members asked what mechanisms were in place to engage with this cohort. Officers explained that they have community forums and use advocates who support people. There are questionnaires to see what the communities want in terms of engagement and consultation. Community Hubs are used as some people feel comfortable using these and connecting people with GP's etc who have not previously engaged. All these mechanisms mean that reaching harder to reach communities is improving.

Members asked about targets for Delayed Transfers of Care. Officers explained that the report covers the pandemic. There was work to prevent hospitalisation and if hospitalisation was required, then there was work for a faster route out of hospital. Previous reporting had been flawed, there was a need to look at the whole length of the hospital stay. There was no target at the moment and Offices considered that this was the right thing to do. There was a need to be reflective on what is going on. There are changing systems and services, a new coding structure and lots of adapting to do initially to see how effective the changes are. Members were assured that Officers meet Health colleagues weekly and proactively review DTOC cases.

Members referred to the Renting Homes Act and asked if the two posts had been recruited to and if the website had been updated to show the changes. Members were advised that there had been a delay. The posts were in place but Welsh Government had decided to push things back until December 2022 which gives more time for implementation. All tenants would be communicated with.

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

8 : URGENT ITEMS (IF ANY)

None received.

9 : DATE OF NEXT MEETING - TO BE CONFIRMED.

The meeting terminated at 4.05 pm

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

17 OCT 2022

COMMITMENTS TO UNPAID CARERS

Purpose of Report

1. To provide Committee Members with background information to facilitate their scrutiny of the Cardiff & Vale Unpaid Carers Charter and the Council's work to improve the support for unpaid carers in Cardiff, prior to the report's consideration by the Council's Cabinet on Thursday 20th October.

Scope of Scrutiny

2. Committee Members are to note the Cabinet Report seeks the approval of two Charters, the:
 - I. Cardiff & Vale Unpaid Carers Charter and the;
 - II. Cardiff & Vale Young Unpaid Carers Charter.
3. In their considerations of this item, Committee Members should remain mindful that the Young Unpaid Carers Charter, and its related work, falls outside the remit of this Committee. For Committee Members information, The Young Unpaid Carers Charter, and work surrounding young carers, will be considered by the Council's Children and Young People Scrutiny Committee.

4. The scope of this scrutiny is for Members to review the Unpaid Carers Charter, and work of the Council in supporting unpaid carers, and consider the following:
 - I. The decision-making process behind the Unpaid Carers Charter
 - II. Deliverability and achievability of the Charter
 - III. Subsequent work required of the Council in delivering the Charter's commitments, including cost and resource requirements.
 - IV. The Council's current, and proposed, support arrangements for unpaid carers in Cardiff.

Structure of Papers

5. The following Appendices are attached to this cover report:

Appendix A – Commitments to Unpaid Carers draft Cabinet Report

Appendix 1 – Draft, Cardiff & Vale Regional Partnership Board Unpaid Carers Charter

Appendix 2 – Draft, Cardiff & Vale Regional Partnership Board Young Unpaid Carers Charter

Appendix 3 – Companion document for the proposed Charters, which provides detail of the Charter's aims and commitments.

Appendix 4 – Respite Consultation Survey

As a reminder, information relating to young unpaid carers does not fall into the remit of this Committee.

Background – Cardiff & Vale Unpaid Carers Charter

6. The purpose of the draft Cabinet Report (**Appendix A**) is for Cabinet to:
 - I. Approve the Cardiff & Vale Unpaid Carers Charter and Young Unpaid Carers Charter

- II. Receive an update on the Council's work to improve the support of unpaid Carers in Cardiff.
7. Both Charters have been developed by the Cardiff & Vale Regional Partnership Board (CVRPB). The CVRPB brings together Cardiff Council, the Vale of Glamorgan Council, Cardiff and Vale University Health Board and third sector partners to work together jointly to oversee the development and delivery of integrated health and social care services in Cardiff and the Vale of Glamorgan.
 8. The purpose of both Charters, is to improve outcomes for unpaid carers across the Cardiff & Vale region. To achieve this, the Charters hold the following aims:
 - I. Improve support for unpaid carers
 - II. Explore and identify new ways of working
 - III. Increase accessibility to information, advice, and assistance for unpaid carers
 9. The Charters also sets out a number of 'We Will' commitments to unpaid carers and young carers living in Cardiff and the Vale.
 10. The commitments for the Charter relevant to this Committee (**Appendix 1**) are:
 - ❖ We will ensure unpaid carers are identified and recognised in our communities
 - ❖ We will ensure the right information and advice is given to unpaid carers at the right time
 - ❖ We will work to improve the quality of support provided to unpaid carers
 - ❖ We will develop and improve the skills of our workforce to help carers achieve what matters to them
 - ❖ We will make the best use of the resources available to contribute to caring for people in our communities and make sure unpaid carers have time to do the things they enjoy
 - ❖ We will work together to ensure unpaid carers are supported in education and work

- ❖ We will ask you to tell us what you think
- ❖ We will listen to the voice of unpaid carers to inform the development of services and support

11. Committee Members are to note, **Appendix 3** sets out the aims and commitments of the Unpaid Carers Charter in more detail, along with the Council's required next steps. Information relating to the Council's required next steps to deliver this Charter (and the Young Carers Charter) are also summarised in **point 19** of the draft Cabinet Report.

Background – Cardiff Council's Work to Support Unpaid Carers

12. In January 2022, Cardiff Council's Cabinet approved the [Ageing Well Strategy 2022-2027](#), setting out how the Council will support older people in Cardiff to live safely in their homes and communities. As part of this strategy, a series of 'We Will' commitments to support and value Cardiff's unpaid carers were agreed. A summary of these commitments can be found at **point 9** of the attached draft Cabinet Report.

13. **Points 22 – 42** of the attached Cabinet Report, details the current work of the Council to listen and support the city's unpaid carers. A headline list of the work that is relevant to this Committee is as follows:

- ❖ Carers Impact Group
- ❖ One Voice Carer's Group
- ❖ The Carers Card
- ❖ Carers Champion Officer
- ❖ Carers Gateway – which includes access to community workshops, provision information and advice and contributing to a Carers expert panel.
- ❖ Development of a communication strategy to enhance communication of services, support groups and respite opportunities (including non-digital means).

- ❖ A 'comprehensive programme of work' to identify unpaid carers and direct them to support and guidance (including improving take-up of carer assessments)
- ❖ Day Service opportunities including a 'Hubs for All' approach which is to be piloted in the Autumn, offering specialist support and accessible activities in Hubs, delivered by carers to those with care and support needs and their carers (providing a form of respite to unpaid carers)
- ❖ Respite services – including sitting services and residential stays.
- ❖ Launch of a respite consultation seeking unpaid carers for their views on respite uptake as well as identifying barriers that prevent carers from taking a break from their caring responsibilities (**Appendix 4**).

14. In addition, the Cabinet Report also confirms work will now take place on the development of detailed action plans related to each of the commitments within the Charter. The action plans will include what will be done to support unpaid carers in their caring role, as well as how they will be supported to have a life alongside caring.

Way Forward

15. Councillor Norma Mackie, Cabinet Member for Social Services (Adults) will be in attendance and may wish to make a statement. The Cabinet Member will be supported by relevant officers from the Adults, Housing & Communities directorate.
16. Meredith Gardiner, Head of Partnership Assurance for the CVRPB will attend the meeting to facilitate Committee Members consideration of the Unpaid Carers Charter.
17. In addition, Carers Trust have also been approached to attend the meeting, to share their knowledge, views and perspective on how unpaid carers are best supported. At the time of paper publication, their attendance at the meeting has not yet been confirmed.

18. Committee Members are to note, following any opening statements provided by the Cabinet Member, each representative (CVRPB & Carers Trust) will also be invited to make an opening statement (should they wish). Following these statements, the Committee will then have the opportunity to explore, with the individuals present, the Unpaid Carers Charter, and work of the Council in supporting this cohort.

Financial Implications

There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. These financial implications will need to be considered before any changes are implemented.

Legal Implications

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

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the contents of the report, appendices and information provided at the meeting and report any comments, observations and recommendations to the Cabinet prior to its consideration of the report; and
- ii. Consider the way forward for the future scrutiny of the issue for inclusion within the Committee's work programme.

DAVINA FIORE

Director of Governance and Legal Services

11 Oct 2022

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

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

CABINET MEETING:

20 OCTOBER 2022

COMMITMENTS TO UNPAID CARERS

CABINET PORTFOLIO: SOCIAL SERVICES (ADULT AND CHILDREN)

AGENDA ITEM: 11

Reason for this Report

1. To seek approval for the Cardiff & Vale Unpaid Carer's Charter and Young Unpaid Carers Charter (appendix 1 and 2)
2. To provide an update on the work underway to improve the support for unpaid carers in Cardiff

Background

3. An unpaid carer is anyone who cares for a friend or family member who due to illness, disability, a mental health problem, or an addiction cannot live independently in the community without their support.
4. Unpaid Carers make a significant contribution through the provision of care and support to relatives, families and friends. Providing this care improves the quality of life of the people they care for and can avoid or reduce the need for more formal care and support. This role is often unrecognised, even by carers themselves who may not see themselves as 'a carer'. Supporting the wellbeing of unpaid carers is vital to delivering sustainable social services.

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5. It has been estimated by Carers Wales that the informal and unpaid care provided by family, friends and neighbours is worth more than £8.1 billion a year to the economy of Wales.
6. While caring for another person can be fulfilling it can also cause challenges. Carers can become very isolated and lonely and are vulnerable to poor outcomes in terms of their physical and mental health. The carers who work can find it difficult to balance their work and caring responsibilities. Younger carers can find that they experience restrictions in their educational and career pathways. Often carers are unaware of their entitlement to support and welfare benefits which could help mitigate these negative impacts.

Social Services and Well-being Act 2014

7. The Social Services and Well-being Act 2014 gives all unpaid carers the right to an assessment, and to services if they are assessed as being eligible. The Act gives carers the same rights as those they care for and provides a broad definition of a carer:

“A person who provides or intends to provide care for an adult or disabled child”

Strategy for Unpaid Carers – Welsh Government 2021

8. The Welsh Government published a Strategy for Unpaid Carers in March 2021 which consists of four national priorities:
 - Priority One: Identifying and valuing unpaid carers
 - Priority Two: Providing information, advice and assistance
 - Priority Three: Supporting life alongside caring
 - Priority Four: Supporting unpaid carers in education and the workplace

The Strategy was developed following engagement with unpaid carers and their representatives. It acknowledges the significant impact that the COVID-19 pandemic has had on the lives of unpaid carers in relation to their physical, mental and financial wellbeing.

Cardiff Ageing Well Strategy

9. The recent publication of the Council's Ageing Well Strategy 2022 – 2027 recognises the valuable work informal or unpaid carers do to support the people that they care for. The Strategy also sets out 'We Will' commitments to Unpaid Carers in Cardiff:-

We will support and value informal carers by:

- Reviewing our advice services for carers to ensure they meet current needs

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- Evaluating the current carer's assessment process and explore how take up can be improved
- Offering Occupational Therapy support to enable carers to safely support their loved ones
- Reviewing the range of respite provided
- Consulting and co-producing any changes with carers

Young Carers

10. Cardiff Council has set ambitious targets within its Corporate Plan that 'Cardiff is a great place to grow up' and has a commitment to becoming a Child Friendly City. The goals for the Child Friendly City are:

Goal 1: Every child and young person is valued, respected and treated fairly

Goal 2: Every child and young person has their voice, needs and priorities heard.

Goal 3: All children and young people grow up in a safe and supportive home.

Goal 4: All children and young people get a good education that teaches them about their rights.

Goal 5: Children have good physical, mental and emotional health and know how to stay healthy.

To achieve these goals, young carers may from time to time require additional help and support as we recognise that they often take on grown-up responsibilities and this means that they often miss out on the things that other children may take for granted, such as opportunities to learn, play and have fun.

Demographic Context - Cardiff and the Vale

11. The Population Needs Assessment for Cardiff and the Vale of Glamorgan, published in April 2022 has indicated approximately 50,580 carers are living in Cardiff and the Vale. This figure is based on statistics from the 2011 census. ONS is scheduled to publish the Health, Disability and Unpaid Care analysis in 2023, which is likely to show significant increases in this figure due to the increased population size and the ageing population statistics for the region.

Issues

Carers Charter

12. The Regional Partnership Board (RPB) brings together Cardiff Council, the Vale of Glamorgan Council, Cardiff and Vale University Health Board and 3rd sector partners to work together jointly to oversee the development and delivery of integrated health and social care services in

APPENDIX A

Cardiff and the Vale of Glamorgan. The RPB has worked with unpaid carers including young carers to find out what matters to them, this together with a review of strategic documents has helped form the basis for the proposed Charters.

13. The draft Unpaid Carers Charter and Young Unpaid Carers Charters (Appendix 1 and 2) set out a clear direction for the planning and development of support to all unpaid carers across the region over the next five years. These are supported by a Companion Document that sets out in more detail the aims of the Charters (Appendix 3).

Carers Charter Vision

14. Two visions have been set out to underpin the Charters:-

Unpaid Carer Vision

- “To identify and recognise unpaid carers for the vital contribution they make to the community and the people they care for, and in doing so enable unpaid carers to have a life alongside caring.”

Young Unpaid Carer Vision

- “Young unpaid carers are really important to us, to the communities where they live and to the people they care for. We want to know if you care for someone, so that we can help you and the person you care for, and make sure you have time to do things for yourself”

Aim of the Charter

15. The Charter will aim to deliver on the following aspirations: -

1. improve support for unpaid carers
2. explore and identify new ways of working
3. increase accessibility to information, advice, and assistance for unpaid carers

Commitments of the Charter

16. The Charter sets out a number of We Will commitments to unpaid carers and young carers living in Cardiff and the Vale.

17. The Commitments for unpaid carers are:

- We will ensure unpaid carers are identified and recognised in our communities
- We will ensure the right information and advice is given to unpaid carers at the right time

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- We will work to improve the quality of support provided to unpaid carers
- We will develop and improve the skills of our workforce to help carers achieve what matters to them
- We will make the best use of the resources available to contribute to caring for people in our communities and make sure unpaid carers have time to do the things they enjoy
- We will work together to ensure unpaid carers are supported in education and work
- We will ask you to tell us what you think
- We will listen to the voice of unpaid carers to inform the development of services and support

18. The Commitments for young carers are as follows:

- We will ensure you as a young carer are recognised from as early as possible, so that we can help you
- We will help you understand what it means to be an unpaid carer and how we can support you
- We will work hard to make sure we do our very best to help you
- We will make sure that adults who might support you, such as teachers, can do the best job they can
- We will help you to still do the things you want to do, this might mean seeing friends, or doing activities
- We will work together to help you in school so that you can still learn and reach your full potential

Charter Companion document

19. The Cardiff and Vale unpaid carers charter companion document (Appendix 3) provides more detail regarding the background of the commitments and what they will mean for unpaid carers in Cardiff. The document details some of the next steps to be undertaken by Cardiff and the Vale Councils and Cardiff and Vale University Health Board, voluntary and third sector organisations to improve the support given to unpaid carers. These include: -

- Working with Schools to support young unpaid carers in Primary and Secondary Schools

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- Working with partners to support the early identification of unpaid Carers and deliver interventions and preventative services at the earliest opportunity
- Making information available to unpaid carers in a variety of formats
- Developing greater awareness amongst carers of their right to support
- Working to amplify the provision of peer support through facilitating carer support networks
- Supporting young unpaid carers through the development and delivery of training as well as training for those who work with them
- Working with partners to identify the availability of training opportunities for unpaid carers
- The development of digital support solutions including online carer forums
- Evaluation and review of engagement with unpaid carers to identify new ways of reaching them
- Engagement with young unpaid carers to evaluate the support with the aim of delivering support options that best suit their situations
- Working to ensure unpaid carers have a choice over how to conduct an assessment that best supports their lifestyle
- Continue to engage with young unpaid carers through the Young Carers Forum and use it to create support better for young carers.

Consultation

20. Engagement events took place across Cardiff and the Vale between 1st July 2022 and 31st July 2022 and surveys were distributed widely through social media and partner distribution networks. People also responded through an engagement group at the Minority Ethnic Communities Health Fair.
21. Overall, the consultation feedback was extremely positive with 77% agreeing that the commitments detailed in the charter would help them to feel supported as an unpaid carer. Feedback was however received that people wanted to see more information behind the commitments and as a result the companion document was developed (Appendix 3)

Supporting Carers in Cardiff

22. The Charter complements well the commitments already made to carers in Cardiff as set out in the Ageing Well Strategy and the Children's Services Directorate Plan. Work is already under way to deliver these commitments and further plans are being developed to take this forward.

Listening to Carers and Peer Support

23. Listening to the voice of unpaid carers with the aim of co-creating initiatives to improve services is a key ambition in the Council's Ageing Well Strategy and Children's Services Directorate Plan. Work has already commenced to set up a Carers Impact Group to begin the conversation

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with Unpaid Carers directly to find out what is important to them. The group has recently expanded and work is underway to establish governance and areas of focus. This will feed into the improvement of Council services.

24. In addition a One Voice Carer's Group has been launched attached to the Day Centres to provide valuable input from families on existing activity programmes, the expanding of dementia focused support as well as to establish areas for improvement. The aim of the group is also to provide support to families and establish any other areas where help can be provided.

Valuing Carers – The Carers Card

25. With the aim of recognising the work of unpaid carers and valuing their role there are plans underway to develop a Carers Card where unpaid carers can access discounts and offers. Working with FOR Cardiff, businesses and organisations will be encouraged to take part in the scheme that will be delivered through the new Age Friendly Cardiff Website that will be launched in Quarter 3.

26. It is essential that work takes place to help carers recognise that they are caring and can have access to financial and personal help, advice and information as well as improving general engagement, diverse communication channels and signposting to services. A new Carer Champion officer has therefore been recruited to deliver on these aspirations and will also develop creative initiatives that will contribute to making carers within Cardiff feel valued and listened to.

Young Carers

27. The Council aim to help young carers to enjoy their childhood and have specific programmes such as the 'Time 4 Me' project. Delivered in partnership with the YMCA, this offers young carers a number of opportunities such as mentoring and support focusing on health and wellbeing, educational support, support for families of young carers and life skills development, alongside group respite activities to increase social opportunities, meet other young carers and have some fun.

28. Planned improvements to the support to young carers is set out in the Children Services Directorate Plan, and the delivery is reported in the Social Services Annual Report. The 2021/21 annual report, which includes the positive outcomes from the improved support for young carers with the launch of a young carers ID card and improved access to respite for young carers.

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Improving Information and Advice

29. Cardiff and the Vale of Glamorgan Councils work with the Care Collective who support young carers, adult carers and professionals, in addition to providing a Carers Gateway for the region. Services include Dementia Friendly community workshops, the provision of information, advice and assistance and carers have an opportunity to contribute to initiatives through a Carers expert panel. Further work is needed to collaborate with the Care Collective to develop greater awareness of the availability of these services with carers in Cardiff.
30. Carers communications will be developed and distributed through Council networks and partners with information that is important to carers. Work will take place with the Carers Impact Group to establish content such as promotion of services, support groups, respite opportunities and other developments. A communication strategy will be developed which will include non-digital means of communication and the establishment of distribution networks working with partners and carer networks.

Carers Assessments

31. Ensuring that carers have a formal assessment of their needs is both a requirement under the Act and vital if unpaid carers are to be supported to continue their valuable work. Unfortunately take up of carers assessments is low and it is recognised that more can be done to improve this. A comprehensive programme of work has been developed to ensure unpaid carers have a clear pathway into support and that all front line staff are trained and supported to identify unpaid carers and direct them to the right support and guidance.

Respite for Carers

32. Respite allows carers to have a break from their caring responsibilities and routines. It can take many forms including sport, leisure, cultural activities, pursuing education, going away on holiday, replacement care and overnight sitting services. It can take place either with or without the person being cared for. The Welsh Government have committed to prioritising the need for day centres and other traditional sitting and replacement care services as well as more innovative models of respite.

33. Work has already commenced in Cardiff to improve respite for carers:

Day Centres

34. Older persons Day Centres have been refurbished to a high standard and good progress has been made recently in improving the quality of the experience in the Centres, linking them to hubs and other community service and activities. Innovative equipment has been purchased to keep

APPENDIX A

service users engaged in cognitively appropriate activities. This has included reminiscence tools and interactive technology that stimulates brain activity and enables the widening of creative activity programmes. This can help to maintain cognitive function and a sense of security, and can calm anxious or aggressive behaviors. This approach can also be extremely beneficial for carers within their individual domestic situation.

35. Building on this success a new Hubs for All approach will be piloted in the autumn, a peripatetic team of carers will offer sessions in Hubs across the city for people with care and support needs, carers will be able to take part in these sessions or leave their loved one in safe hands while they enjoy other activities in the hubs or elsewhere in the community. Hubs for All sessions will be open for a wider range of individuals than currently access the Day Centres while still offering a significant level of support.
36. Day Services are also offered by the Learning Disability Service, both as respite for carers and to promote the wellbeing of some of the most vulnerable citizens. Plans are in place to expand this service alongside Education to offer a comprehensive day opportunities.

Sitting Services and Residential Stays

37. For those with an assessed care and support need, a strengths based approach is taken, identifying the network of support available not only to people with additional needs but also their carers. It is important that respite for carers is meaningful and tailored to the individuals needs and wishes. Adult Services fund respite opportunities both through the Council's commissioned services and via direct payments to the individual to increase the range of respite available to them.
38. A large number of external organisations facilitate the provision of both sitting services in the individual's own homes and residential stays where appropriate. The future intention is to increase further the range of respite provision available and to ensure that carers needs are met proactively to avoid carer crisis and potential breakdown of care.

Innovative Respite Pilot

39. In 2021-22 the Council awarded funding to the Carers Collective to develop an innovative respite grant scheme for Cardiff unpaid carers. The grant scheme was intended to compliment the traditional forms of respite that were already in place. Carers could access the grants either through the regional Carers Gateway or through council services.
40. The grant scheme was called "Try Something New" and it supported unpaid carers to apply for one off funding to support activities or the purchase of resources or equipment that enabled them to "take a break" away from their caring responsibilities or to engage in leisure activities with the individual that they care for.

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41. This scheme is still in progress, however it is anticipated that this will complete at the end of September and the lessons learnt will inform future respite provision.

Respite Survey

42. Many third sector and private organisations provide opportunities for respite for carers. A respite mapping exercise will be undertaken through widespread partner and public consultation to learn more about the respite options available in Cardiff, in relation to services that directly offer respite and organisations that provide signposting to respite services. The consultation will also ask unpaid carers for their views on respite uptake as well as identifying barriers that prevent carers from taking a break from their caring responsibilities. The respite consultation is due to launch at the end of October 2022. The draft respite consultation survey is included for information (Appendix 4).

Next Steps

Work will take place on the development of detailed action plans related to each of the commitments detailed within the charter and taking into account the commitments already made. The action plans will include what will be done to support unpaid carers in their caring role as well as how they will be supported to have a life alongside caring.

Reason for Recommendations

43. To seek Cabinet's approval of the regional Charter commitments to unpaid carers and young unpaid carers. To set out the progress that has been made to date to support unpaid carers in Cardiff and future improvements planned.

Financial Implications

44. The Report refers to several ongoing or imminent initiatives. These include the "Time for Me" project, the appointment of a new carer champion, an innovative respite pilot and a Hubs for All Pilot. With support from specific grant streams, funding is in place for these initiatives, albeit this is limited to a pilot phase in some instances.

The Report identifies that the next step will involve the development of more detailed action plans in relation to each of the Charter Commitments. As detail becomes available, there will be a need to identify any cost implications of proposed actions together with their funding source. As this a partnership approach, this should include consideration of any regional funding opportunities.

The Report emphasises the importance of identifying unpaid carers and raising awareness of their right to support. Improving awareness is likely to

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increase demand for respite services over the medium term. As such, relevant directorates will need to factor this into their medium-term planning considerations.

Legal Implications (including Equality Impact Assessment where appropriate)

45. There are no direct legal implications arising from this report.

Equality Requirements

46. 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.

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

47. The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.

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 2022-25. 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 wellbeing objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.

The wellbeing duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to

APPENDIX A

act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:

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

The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below:

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

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.

HR Implications

48. There are no HR implications arising directly from this report.

To support carers who are employees of the Council, there is access to a Carers Policy and Carers Passport which employees can use to find out the support the Council offers carers and to formalise their caring arrangement with their manager.

The Council's Carers Network has a wide range of members across the Council with a wide variety of caring responsibilities - children and adults with physical and mental impairments and disabilities and has monthly member meetings and a variety of communication channels which provide a supportive environment for employees.

The Council is a member of Employers for Carers and the Carers Network works very closely with Carers Wales who deliver sessions for employees and managers on caring and the support available, from both the Council and Carers Wales.

The Council has obtained Level 2 Accomplished Status from Carers Wales and won two awards at the Carers Wales awards this year.

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Property Implications

49. There are no specific property implications to be considered in respect of the Commitments to Unpaid Carers report. Where there are property transactions or valuations required to deliver any related 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.

RECOMMENDATIONS

Cabinet is recommended to:

- Approve the Unpaid Carers Charter and Young Unpaid Carers Charter
- To note the work already underway to improve the support for unpaid carers

SENIOR RESPONSIBLE OFFICER	Director Name Sarah McGill
	Date submitted to Cabinet office 15/9/22

The following appendices are attached:

- Appendix 1 CAV Unpaid Carers Charter
- Appendix 2 CAV Young Carers Charter
- Appendix 3 Unpaid Carers Charter Companion Document
- Appendix 4 Respite Consultation Survey

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Cardiff and Vale Unpaid Carers Charter

Approximately 1 in 10 of us who live in Cardiff and the Vale of Glamorgan provide unpaid care to a family member or friend. This Charter pledges commitment of partners across the region including; NHS, local authorities, voluntary and 3rd sector organisations and outlines how we will support you if you care for someone.

Are you an unpaid carer?

Many people do not think of themselves as an unpaid carer. In Wales, we recognise unpaid carers as someone who provides unpaid care to an adult or disabled child. The cared for person may be a family member or a friend, who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Examples of support you might give to someone if you are an unpaid carer include:

- Helping someone wash and dress themselves and with other personal care
- Housework, food shopping and picking up and administering medication
- Taking someone to hospital and GP appointments
- Providing company and emotional support



Our commitments to you:

- We will ensure unpaid carers are identified and recognised in our communities to be able to provide the information, advice and support needed as soon as possible
- We will ensure the right information and advice is given to unpaid carers at the right time to empower choice and understanding
- We will work to improve the quality of support provided to unpaid carers
- We will develop and improve the skills of our workforce to help unpaid carers achieve what matters to them
- We will make best use of the resources available to contribute to caring for people in our communities and make sure unpaid carers have time to do the things that they enjoy
- We will work together to ensure unpaid carers are supported in education and in work

We want unpaid carers to help us improve services, therefore:

- We will ask you to tell us what you think
- We will listen to the voice of unpaid carers to inform the development of services and support

We as partners across the NHS, local authorities, voluntary and 3rd sector organisations recognise our responsibility in supporting unpaid carers in our community. Therefore, we want to identify and recognise unpaid carers for the vital contribution they make to the community and the people they care for, and in doing so enable carers to have a life alongside caring.

Contact us for more information:
Carers Gateway
Tel:
Website:

Signatures

Chair of Cardiff and Vale
Health Board

Signatures

Councillor Cardiff

Signatures

Councillor Vale

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CARDIFF AND VALE UNPAID CARERS CHARTER

Young carers are really important to us, to the communities where they live and to the people they care for. We want to know if you care for someone, so that we can help you and the person you care for, and make sure you have time to do things for yourself.

AM I A YOUNG CARER?

You're a young carer if you're under 18 and help to look after a relative with a disability, illness, mental health condition, or drug or alcohol problem.

If you're a young carer, you probably look after one of your parents or care for a brother or sister. You may do extra jobs in and around the home, such as cooking, cleaning or helping someone get dressed and move around. You may also give a lot of physical help to a parent, brother or sister who's disabled or ill.

Along with doing things to help your brother or sister, you may be giving them and your parents emotional support, too.

We realise that this can feel like a lot of responsibility, and we want to make sure you are supported and able to still have as normal a life as possible, that's why we have created a list of commitments or promises to you.



OUR COMMITMENTS TO YOU:

- We will ensure you as a young carer are recognised from as early as possible, so that we can help you
- We will help you understand what it means to be an unpaid carer and how we can support you
- We will work hard to make sure we do our very best to help you
- We will make sure that adults who might support you, such as teachers, can do the best job they can
- We will help you to still do the things you want to do, this might mean seeing friends, or doing activities
- We will work together to help you in school so that you can still learn and reach your full potential

WE THINK YOU ARE BEST PLACED TO TELL US HOW TO MAKE THINGS BETTER, SO WE WILL ALSO:

- We will ask you to tell us what you think about the support we give you
- We will listen and work hard to improve what we do based on what you say

Contact us for more information

Tel:

Email:

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Cardiff Council, Vale of Glamorgan Council
and Cardiff and Vale University Health Board

DRAFT

Cardiff and Vale Unpaid Carers Charter

Companion Document



BWRDD PARTNERIAETH
RHANBARTHOL
CAERDYDD A'R FRO
CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD



Our vision

"To identify and recognise unpaid carers for the vital contribution they make to the community and the people they care for, and in doing so enable unpaid carers to have a life alongside caring."

Our vision for Young Unpaid carers

"Young unpaid carers are really important to us, to the communities where they live and to the people they care for. We want to know if you care for someone, so that we can help you and the person you care for, and make sure you have time to do things for yourself"

Status (Draft/Final)	Final Draft
Description	Cardiff and Vale Unpaid Carers Charter companion document
Date	May 2022
Author & Contact Details	Unpaid Carers Board Cardiff and Vale of Glamorgan Contact: Chris Ball, Programme Manager Tel: 07754829432 Email: christopher.ball@wales.nhs.uk

Acknowledgement

We would like to thank all the unpaid carers, including young unpaid carers, third sector organisations, our partners in health and social care and many others for their input to the development of this Charter. In particular, their ongoing commitment and support which has made a positive difference in developing this strategy.

Thank you also to Glamorgan Voluntary Service, Cardiff Third Sector Council, Cardiff and the Vale University Health Board, Cardiff Council, the Vale of Glamorgan County Council the Cardiff and Vale Regional Partnership Board and the Regional Unpaid Carers Board.

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Foreword

We are pleased to introduce Cardiff Council, the Vale of Glamorgan Council and, Cardiff and Vale University Health Board's Unpaid Carers Charter.

We recognise the vital contribution that unpaid carers make to our communities and the people they care for. We are committed to ensuring that unpaid carers are recognised and that every step is taken to ensure the region is an environment that supports the highest quality of life possible for unpaid carers and the people they care for.

We firmly believe that a regional approach to unpaid carers is a positive step for the area. By working together with a wide range of organisations who come into contact with unpaid carers, we can support the region to become a beneficial environment within which unpaid carers, and those who benefit from their assistance, can thrive.

This Charter demonstrates our commitment to deliver the best outcomes for unpaid carers and the people they care for and will give us a clear strategic direction for the next five years. The Charter will introduce eight clear commitments, which we have developed from a review of national strategy and by listening to what unpaid carers have told us matters most to them.

The Charter further shows our dedication to work together, in partnership, to develop and deliver the best support available to unpaid carers, and make the best use of shared resources. We would like to thank everyone who has given their time to attend consultation events and for giving us their expert opinions and commitment to improving the lives of unpaid carers' in Cardiff and the Vale of Glamorgan.

To be signed off by Councillor Cardiff, Councillor Vale and Chair UHB

Introduction

Cardiff Council, the Vale of Glamorgan Council, Cardiff and Vale University Health Board work together jointly to oversee the development and delivery of integrated health and social care services in Cardiff and the Vale of Glamorgan, to ensure they support local people and their needs.

Our regional partnership has worked with unpaid carers and the people they care for, to understand their experiences and what matters to them. We have taken into account what unpaid carers have told us, legislation, and local context and looked at our resources. Together we have produced a set of commitments that sets out clear direction for the planning and development of support to all unpaid carers across the region over the next five years.

The Unpaid Carers Charter outlines our vision and eight commitments which we believe are fundamental to supporting unpaid carers now and, in the future, and gives direction for the development of support to unpaid carers across Cardiff and the Vale of Glamorgan.

What is an Unpaid Carer?

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support

Across Wales there are an estimated 370,000 carers and approximately 50,580 in Cardiff and the Vale of Glamorgan. The economic value of the contribution made by unpaid carer in Wales is estimated at £8.1 billion a year (census 2011).

Carers make a huge contribution to the local and national health and social care economy through the provision of care and support to relatives, families and friends. Providing this care improves the quality of life of the people they care for and can often go unrecognised, even by carers themselves who may not recognise or see themselves as "a carer". Looking after carers' well-being is vital to delivering sustainable social services to the people in our communities.

Purpose – why have an Unpaid Carers Charter?

The purpose of our Charter is to improve outcomes for unpaid carers across the region. This Charter and companion document will outline and support our ambition to make the region a supportive and beneficial environment for unpaid carers, and ensure that those who benefit from their work, can thrive.

Our vision

"To identify and recognise unpaid carers for the vital contribution they make to the community and the people they care for, and in doing so enable carers to have a life alongside caring."

"Young carers are really important to us, to the communities where they live and to the people they care for. We want to know if you care for someone, so that we can help you and the person you care for, and make sure you have time to do things for yourself"

Aim

The Charter will enable us to:

- improve support for unpaid carers
- explore and identify new ways of working
- increase accessibility to information, advice, and assistance for unpaid carers

National Context

National Priorities

The Welsh Government Strategy for Unpaid Carers has four National Priorities.

Our regional commitments have taken account the National Strategy for Unpaid Carers and provide the framework for improving the delivery of carer support services across our region. The National Priorities state:

Priority One

Identifying and valuing unpaid carers – all unpaid carers to be valued and supported to make an informed choice about the care they provide and to access the support they need whilst caring and when the caring role comes to an end.

Priority two

Providing information, advice and assistance – it is vital all unpaid carers have access to the right information and advice at the right time and in an appropriate format.

Priority three

Supporting life alongside caring – all unpaid carers must have the opportunity to take breaks from their caring role to enable them to maintain their own health and well-being and have a life alongside caring.

Priority four

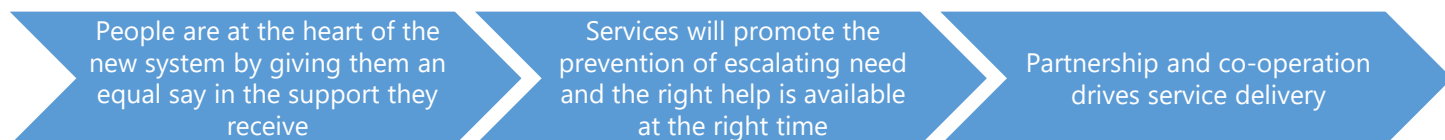
Supporting unpaid carers in education and the workplace – employers and educational / training settings should be encouraged to adapt their policies and practices, enabling unpaid carers to work and learn alongside their caring role.

The Law

The two main pieces of legislation reflected in our commitments are the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.

The Social Services and Well-being (Wales) Act 2014

The Act represents a unifying set of legislation across all of health and social care in Wales. It has imposed duties on local authorities, health boards and the Welsh Assembly to work to promote the well-being of those who need care and support and unpaid carers who need support. The principles of the Act:



The Act outlines key duties, to ensure:

- People have control over what support they need, making decisions about their care and support as an equal partner
- New proportionate assessment focuses on the individual
- Unpaid carers have an equal right to assessment for support to those who they care for
- Easy access to information and advice is available to all
- Powers to safeguard people are stronger
- A preventative approach to meeting care and support needs is practised
- Local authorities and health boards come together in new statutory partnerships to drive integration, innovation and service change

For the first time, the Act gave carers the same rights as those they care for and brought in a broader definition of a carer:

“A person who provides or intends to provide care for an adult or disabled child”

Stronger duties are placed on local authorities to identify, assess and support carers.

- More carers are entitled to a carers’ assessment and support plans
- Local authorities must offer assessments where they believe a carer has a need for support
- Staff must promote the well-being of carers who need support
- Local authorities and partners must assess the needs of carers in their area and submit a plan to Ministers on how they will meet these needs
- If a local authority determine that a carer’s needs meet the edibility criteria then they must consider what can be done to meet those needs
- There is a greater focus on the role of third sector organisations in providing services and support

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

The Act places a duty on Public bodies (including health and social services) to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future. The Act requires them to: • work together better • involve people reflecting the diversity of our communities • look to the long term as well as focusing on now • take action to try and stop problems getting worse - or even stop them happening in the first place.

How have we developed our commitments?

To understand the most detailed possible picture of the situation for unpaid carers in the region, we collected information from the following sources:

- Consultation across Cardiff and the Vale of Glamorgan
- Online survey for adult carers, young carers and professionals
- Outreach through social media and the third sector
- Engagement events and workshops for adult, young carers and professionals
- Research and analysis from key institutions such as the Care Inspectorate Wales and Social Care Wales
- Existing public consultation activity for example. Cardiff Debate, UK Census, Population Needs Assessment
- Local authority and health board practitioners, performance teams and analysts
- Third sector organisations
- Local, national and international examples of best practice
- Additional local, regional and national strategies and policies
- Disability Futures – Parental Engagement Sessions
- Supporting Carers - UHB Staff Survey (Carers Wales/Pollen Shop)
- Cardiff & The Vale Carer Engagement Project (The Care Collective)
- Parliamentary Review of Health and Social Care in Wales (January 2018)

A number of consultations and reviews have taken place working with and targeted at the health and social care sector. The results have helped to inform the direction of our Charter:

- A State of Caring in Wales (Carers UK, 2021)
- Preventative Support for Adult Carers in Wales: Rapid Review (Social Care Wales, 2018)
- Let's Talk (Cardiff and the Vale of Glamorgan Population Needs Assessment 2022)
- Young Carers Speak Out (Cardiff University, 2016)
- Track the Act Briefing 4 (Carers Wales, 2019)
- Provision for young carers in secondary schools, further education colleges and pupil referral units across Wales (Estyn, May 2019)
- The 'Front Door' to Adult Social Care (Wales Audit Office, 2019)

The findings of the consultation events and online surveys provided us with positive feedback on the priorities identified. Based on this information and what unpaid carers had already told us about what would help them, we finalised these as the eight commitments that our Charter should focus on.

Our commitments

Our regional commitments which set out our priority areas of work for the next five years are based on what unpaid carers have told us matter to them.



We will ensure unpaid carers are identified and recognised in our communities

What we know about unpaid carers:

- Not all unpaid carers identify themselves as being a carer, often they do not recognise their caring role and see themselves as a relative or a friend.
- Young people may be reluctant to identify as young unpaid carers for a number of reasons, including fear of being stigmatised or bullied, a sense of loyalty to their family, or simply not recognising their caring role.
- Unpaid carers from black, Asian and ethnic minority groups can face additional challenges in recognising themselves as a carer and can struggle with language barriers, stereotypes and accessing culturally appropriate services.
- Unpaid carers can struggle with demands on their time, they may be unable to recognise their own needs and seek support.

These are some of the things we are going to do:

- Work with our partners in health, social care, housing, education, and the third sector (for example. charities and voluntary groups) to promote awareness of early identification of unpaid carers through information and training.
- Work with schools to help make the identification and support for young unpaid carers in primary and secondary schools as easy as possible.
- Work with GP practices to support the identification and recognition of all unpaid carers.

What does good look like?

- Unpaid carers will be recognised, and able to identify themselves as an unpaid carer.
- People will understand what being an unpaid carer means.
- Those working with children are able to identify young carers.
- Specific needs and issues will be identified for different carer populations, and support will be culturally and socially appropriate and accessible.

Dan's story

Dan is 15 years old and cares for his younger sibling who has epilepsy and also for his mum, who isn't very well. He is in Year 10 at school and his school life is really busy as he starts to prepare for his GCSEs.

He didn't like speaking about being a young carer because he felt different from his friends, so he just kept it to himself. He was very proud to be helping his mum and brother, but sometimes wished he could do some things on his own or with his friends and not have to worry about his family.

Dan didn't realise that school could help him. He spoke to his form teacher and said that he thinks he is a young carer. The school told Dan about a young unpaid carers youth club, which he now attends, when he can, and because his teachers are aware of his situation, he feels he can ask them for help with planning his school work.



We will ensure the right information and advice is given to unpaid carers at the right time

What we know about unpaid carers:

- Easy to access, reliable and consistent information are key to unpaid carers knowing where to go to access appropriate support services.
- Unpaid carers want to be able to access information and advice in a variety of ways. For example, young unpaid carers may prefer to use social media or the internet to access the information they need.
- Unpaid carers are more likely to access support if it is local and provided in their communities.
- Early intervention is crucial to helping unpaid carers maintain their health and well-being. Lack of local, support services can potentially contribute to a rise in A&E visits and hospital admissions as families say they often have nowhere else to turn.

These are some of the things we are going to do:

- Promote early intervention and preventative services to help unpaid carers and the person they care for.
- Make information available to unpaid carers in the most appropriate format (easy-read/braille/ in different languages).
- Use social media and the internet to make it easier for unpaid carers to find the right information when they need it.
- Inform unpaid carers of their right to support and that their rights are equal to those they care for.

What does good look like?

- Unpaid carers will know where to go to find information and advice to help them when they need it.
- Making unpaid carers aware of their rights will enable them to make informed decisions and have choice and control.
- Through early intervention unpaid carers will know where to go for help and support, before things reach crisis.
- Young carers will know who they can ask for help and will be included in age appropriate conversations about their caring role.

Isobel's story

Around twelve years ago Isobel's mum's suffered quite a major stroke. Unfortunately this left her with long term health problems and mobility issues which began to impact on her day to day life. Her mum could no longer live on her own and went to live with Isobel and her two sons. Initially Isobel received a lot of support from hospital staff. She appreciated having somebody to talk to who was aware of her situation. However, over time, Isobel began to feel she was her own; that life was passing her by. She didn't know where to turn to, so she eventually contacted a local charity who were able to put her in touch with a carers support group in the community. She now attends, every fortnight, and takes her mum, which they both enjoy. She has made a few friends and they are able to support each other



We will work to improve the quality of support provided to unpaid carers

What we know about unpaid carers:

- Unpaid carers would prefer to provide complex and detailed information about them, once and not have to repeat themselves.
- Unpaid carers acknowledge the sharing of information between organisations and may seek different kinds of support from different people or organisations.
- Young unpaid carers often face individual challenges which may not be linked to their caring role. These challenges need to be considered when undertaking assessments or planning support for them.
- Useful information to help unpaid carers with practical things, such as where to go to for legal help, how technology can help them to become more efficient and take some of the worry out of caring.

These are some of the things we are going to do:

- Facilitate and promote carer support networks to provide an opportunity for unpaid carers to share experiences and learning from each other.
- Develop training for young unpaid carers to recognise their skills and experience and help young unpaid carers to look after themselves.
- Continue to work with schools so they understand and are able to support young unpaid carers.
- Ensure the needs of unpaid carers are identified and they receive the appropriate support whether through a carer's assessment or in other ways.

What does good look like?

- Unpaid carers will get the support and help they need to do the things that are important to them.
- Access to learn new skills and to help unpaid carers feel confident in their caring role to help build resilience.
- Unpaid carers will receive appropriate support, whether through a carer's assessment or other ways.
- Young unpaid carers will get the support and help they need to do the things that are important to them.

Mahalia's Story

Mahalia has been caring for her neighbour for five years. Mr Wilson is 90 years old, and although he has family, they live abroad and are not able to visit often. Mahalia says she became a carer quite by accident.

At first Mahalia didn't think she was a carer, it was just something that she did. When she saw a carer's information board at her local GP surgery, she began to think maybe she was a carer.

Mahalia contacted the council and explained her situation. They offered her a carer's assessment.

As part of the assessment the Carer's Officer was able to give her important advice and guidance on how to manage her caring role. It was a chance for Mahalia to talk about her needs with somebody who understood. In recognising herself as a carer, she now feels she has someone to turn to and feels supported to continue her caring role.



We will develop and improve the skills of our workforce to help carers achieve what matters to them

What we know about unpaid carers:

- Often unpaid carers are too busy caring to be able to ask for help and sometimes need a person to be there to recognise this.
- Unpaid carers want people working with them to hear what they say and to show they understand. Working in partnership with unpaid carers is fundamental to achieving this.
- Making unpaid carers aware of their rights can empower them to have a voice in the support they receive.
- Unpaid carers want contact with professionals more regularly rather than just to offer an assessment.

These are some of the things we are going to do:

- Make links with our partners to identify and promote training and development opportunities for unpaid carers, and identify any training and development needs that are not currently being met.
- Train people who work with young unpaid carers, to make sure they find out about what is important to young unpaid carers and their families to find out how they can help.
- Where appropriate, share information with partner organisations involved in supporting unpaid carers.
- Work in a person-centred approach focussing on individual need to ensure unpaid carers' health and well-being outcomes are co-produced by individuals and members of the workforce.

What does good look like?

- Organisations will work in partnership and will talk to each other to share information to make things as good as they can be for unpaid carers.'
- The people who work for us will be able to help unpaid carers in the best way and they will understand what it is really like to be a carer.
- Unpaid carers and the people who work with them will understand how modern technology solutions will help manage their caring role and can take some of the worry out of caring.

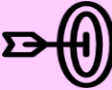
Arthurs' Story

Arthur is 77 years old and has been caring for his wife Mary who has dementia. Mary also has an underlying health condition which requires a daily visit from a District Nurse.

In recent months Mary has not wanted to go out and gets very agitated when people visit the family home. Arthur and his wife used to have a very active social life.

The District Nurse suggested that Arthur should think about having some support for himself and said that she would speak to Mary's social worker about it. A visit was arranged and following a carers assessment it was agreed that a local volunteer befriending service might be able to help. The social worker got in touch with the local group for Arthur and together with the District Nurse they arranged for the visits to take place at the same time until Mary got used to the volunteer.

Arthur has re-joined his local bowls club and says that it has made him feel so much better. He now has some time to enjoy himself without worrying about leaving Mary.

 **We will make best use of the resources available to contribute to caring for people in our communities and make sure unpaid carers have time to do the things they enjoy**

What we know about unpaid carers:

- Unpaid carers understand that resources are limited and it is essential they are used in the most efficient and effective way.
- Each carer has different, individual needs, wishes and outcomes. Support needs to be wide ranging and meet the needs of different groups of unpaid carers, including young, older and parent unpaid carers and inclusive of LGBTQ+, minority ethnic and disabled carers.
- Unpaid carers appreciate honesty about what resources are available to them.
- Unpaid carers want to be involved in the developing and creating new and flexible opportunities for support.

These are some of the things we are going to do:

- Recognise whilst there are many things unpaid carers have in common, the support available to unpaid carers need to be individual and consider the unique nature of their caring role.
- When support is provided, unpaid carers will be asked what difference it has made, to make sure we are supporting them in the best and most cost-effective way.
- Set up carer support groups at community location for example. GP surgeries, libraries, with information about keeping healthy and connected.
- Develop support for unpaid carers using digital solutions for example, use online carer forums and social media to help access information and support.

What does good look like?

- Money and resources will be spent in the best way to help unpaid carers.
- People who can support unpaid carers will understand how to do things differently to make things better for unpaid carers.
- Working in partnership with people who provide support to ensure carer's preferences, needs and values guide decisions and are respectful and responsive to unpaid carers.
- Unpaid carers will have access to a range innovative support including technology.

Anna's story (Parent Carer)

Anna became a carer on the day her daughter was born. Her daughter Sophie has cerebral palsy and requires constant care and support. Anna didn't recognise herself as a carer, she just saw herself as a mum and thought that giving up her job to look after her was something that any mum would do. Anna had become increasingly isolated since her daughter was born and sometimes felt lonely when her husband was at work.

As part of their outreach program, the local council had a carers information stand in the local garden centre. Anna had a chat with a carers' officer who told her about some local community support groups that she could get in touch with and suggested that having a carers assessment might help.



We will work together to ensure unpaid carers are supported in education and work

What we know about unpaid carers:

- There is a growing need for employers to support people who juggle work and their caring responsibilities. Supporting working unpaid carers can help to reduce stress, improve morale and reduce absences.
- Often unpaid carers are too busy caring to be able to ask for help and sometimes need a person to be there to recognise this.
- Unpaid carers will face a unique set of challenges based on their circumstances, whether in education, unemployed, employed, self-employed or retired; therefore, services and information should be sensitive to this.

These are some of the things we are going to do:

- Support unpaid carers to return or remain within the workforce, either alongside or instead of the caring role if they want to.
- Work with schools to help make the identification and support for young unpaid carers in primary and secondary schools as easy as possible.
- Working with employers and their representative bodies to promote unpaid carer friendly workplaces.

What good looks like:

- Unpaid carers will be supported to achieve their personal outcomes, including continuing to work where possible.
- Young carers will know who they can ask for help and will be included in age appropriate conversations about their caring role.
- The people who work for us will be able to help unpaid carers in the best way and they will understand what it is really like to be a carer.
- Unpaid carers not in employment, education or training should be able to access the right information, advice and support to develop the skills to gain suitable employment, whether re-entering the workforce, or getting a job for the first time.

Case study

Melanie is a full-time mum who cares for her son who has autism; but she was struggling to find a job which worked alongside her busy home life. She was referred to the Carer's Gateway through their Social Worker to have a discussion about some of the wider support available in the region. Through having a 'What Matters?' conversation the Carer's Gateway found out she had an interest in floristry and so were able to support Melanie to apply for a grant to undertake an online floristry course to receive an accredited qualification.

Melanie is now able to run her own business from home, which provides additional income, whilst still being able to fulfil her caring role.



We will ask you to tell us what you think

What we know about unpaid carers:

- Unpaid carers want to be given the opportunity to tell organisations what they think about the services and support they use.
- Engagement should be pro-active and inclusive, taking into account specific, targeted engagement with diverse carer groups.
- Consistent and meaningful carer engagement should be at the heart of all good health and social care policies and planning.
- Unpaid carers by nature have limited time. Ways in which people are asked to contribute need to consider timeframes and allow for planning and timely responses.

These are some of the things we are going to do:

- Make sure consultation and engagement activities are accessible and unpaid carers are supported to be able to contribute their views and opinions effectively.
- Evaluate and review the current ways we engage with unpaid carers and how effectively different carer groups are represented and develop ways to reach any groups which may be under represented.
- Provide different opportunities for unpaid carers to have their say and ask unpaid carers to tell us the best way to involve them, for example, via social media, on their own or with a group of unpaid carers.
- Engage with young unpaid carers in evaluating support and work with them in designing support options that best suit their individual caring situations.

What does good look like?

- Feedback on what unpaid carers have told us will be used and shared more effectively in the planning of and delivery of support to unpaid carers.
- Unpaid carers will feel their voice is heard and build better relationships between unpaid carers and people who work with unpaid carers.
- Open and honest engagement with unpaid carers to evaluate the support available to them and what is working well and not so well.
- Working in partnership with unpaid carers and people who work with unpaid carers to improve the support available in the region.

Bob's story

Bob's wife Martha was diagnosed with a brain tumour shortly after they were married. Due to the location of the tumour, surgery was difficult and Martha was left with behavioural problems ever since. It changed both of their lives.

Through a local charity he found some training courses which helped him to develop his skills in caring for his wife. Most beneficial was the contact with other carers.

Through his contact with the local charity they asked Bob if he would like to be part of a panel of carers who meet to discuss the support available to them, in their local area. The carers' panel is a group of volunteers who work with local organisations to help develop, evaluate and review services for carers.



We will listen to the voice of unpaid carers to inform the development of services and support

What we know about unpaid carers:

- Unpaid carers want people to understand their role, who listen to them and are not judgemental.
- Young unpaid carers want to be heard and recognised and be included in decisions that affect their lives.
- When the cared for person is in hospital, unpaid carers want to be informed of important decisions which may impact on their role as a carer.
- Unpaid carers want to be involved in the decisions that impact on them and value honest and open dialogue with professionals.

These are some of the things we are going to do:

- Ensure unpaid carers have a choice over how to conduct an assessment that best supports their lifestyle.
- Include unpaid carers when a decision is made about them, and if it is required, ask someone to help decide what is best.
- If the person being cared for is admitted into hospital, let unpaid carers know what is happening and include them in the discussions when they are able to come home.
- Continue to engage with young unpaid carers through the Young Carers Forum and use it to create support better for young carers.

What does good look like?

- Unpaid carers will be given the opportunity to be listened to and involved in the decisions about the support they receive and the care of their family.
- Unpaid carers will be included within the hospital admission and discharge planning process.
- Young unpaid carers will be given the opportunity to be involved in the decisions about the support they receive.
- Advocacy will be proactively offered, explained and independent from the advocacy for the person they care for.

Aazad's Story

Aazad's parents came to Wales in the late 1950s. They had no older relatives in the country, they had no experience of the issues people may face as they get older.

Around seven years ago, Aazad's mum, Hayat's health started to deteriorate. Her husband didn't realise the seriousness of her condition and found it difficult to express himself to health professionals so Aazad stepped in to help his mum and dad. Shortly after, Hayat was diagnosed with vascular dementia.

Aazad said that at the time he felt stuck and very alone. He was unsure about any rights he had to be involved in the decisions around his mum's care.

How will we deliver on our commitments?

Implementation and next steps

To achieve our shared vision and deliver our eight commitments we will work together with all of our stakeholders to jointly develop and implement detailed action plans.

We will involve the right people at the right time and utilise the Unpaid Carers Board as an expert reference group to develop and implement the plans. We will work closely with unpaid carers and staff in Cardiff and Vale of Glamorgan Councils, the Cardiff and Vale University Health Board and third sector organisations to make sure we support unpaid carers the best way we can. We will continue to recognise the invaluable difference unpaid carers make to the lives of those who they care for and the vital contribution they make to our communities.

Our next steps

Our next task is to produce detailed action plans for the future. This will be based on the areas highlighted for development within this document which have been brought together in Appendix A. Our action plans will include what we are going to do to and how we will support unpaid carers in their caring role and enable them have a life alongside caring. We will make sure our plans are:

- kept within the parameters of the priorities and consistent with our vision for unpaid carers
- monitored regularly through the Unpaid Carers Board
- regularly reviewed and where necessary adjustments made to account for any changes that impact the ability to achieve the actions

How will we know when we have achieved our priorities?

We will regularly report the activity of the action plans to the Unpaid Carers Board so they can monitor and evaluate progress. We will continue to speak with unpaid carers and ask them if we have achieved our aims; this feedback will ultimately tell us if we have improved unpaid carers' well-being and the quality of support they receive.

Quality and Performance Monitoring

It is important we strive to provide high quality and sustainable support for unpaid carers. Over the next five years, we will work with unpaid carers and our partners to determine how and what support would be most beneficial to enable unpaid carers to maintain and improve their well-being whilst continuing to meet the demands of their caring role.

The Welsh Government code of practice in relation to the performance and improvement of social services in Wales requires us to report specific metrics to help understand how our work facilitates improvement in social care, specifically when contributing to the well-being outcomes of unpaid carers who need support.

Quality assurance measures will be put in place in line with Social Service and Well-being (Wales) Act 2014 and link to each of the priorities to help us evaluate their effectiveness in supporting unpaid carers to achieve their outcomes.

Needs and Demand

We have collected a wide range of information from and about unpaid carers, including local and national information. This has helped us to understand what is like to be a carer in Cardiff and the Vale or Glamorgan and what we can do to make things better.

This analysis gave us useful insight and understanding of some of the key areas we need consider when both developing our strategy and during its implementation.

Cardiff and Vale Population Needs Assessment¹

The Population Needs Assessment for Cardiff and the Vale of Glamorgan undertaken in 2021/22 gave valuable information about the main areas of concern for unpaid carers.

Cardiff and the Vale of Glamorgan has approximately 50,580 unpaid carers of all ages, based on the 2011 Census. The figures for unpaid carers (below) are likely to be an underestimate of the true number, as data collection was over 10 years ago, and the overall population has grown in numbers since then. Additionally, Carers Wales have reported that in the first few weeks of the pandemic, in Wales alone, around 196,000 people became unpaid carers. Tables below show that the proportion of the population who are unpaid carers in the Vale of Glamorgan is the same as the national average (12%); however, in Cardiff it is less at 10%.

The number of carers in Cardiff and the Vale of Glamorgan (census 2001, 2011)

Increase in number of unpaid carers across the region as reported in the 2011 census compared to the previous census in 2001.

Cardiff & Vale of Glamorgan	2001	2011
Provides 1 to 19 hours unpaid care a week	29,527	31,610
Provides 20 to 49 hours unpaid care a week	5,066	6,779
Provides 50 or more hours unpaid care a week	10,428	12,191
Total	45,021	50,580

Current number of carers by age range in Cardiff and the Vale of Glamorgan (census)

	Cardiff & the Vale of Glamorgan
Age 0 to 15	996
Age 16 to 24	3,454
Age 25 to 34	4,928
Age 35 to 49	12,888
Age 50 to 64	17,746
Age 65 and over	10,568
Total	50,580

¹ <https://cvihs.co.uk/about/what-we-do/population-needs-assessment/>

State of Caring 2021²

Each year, Carers UK carries out a survey of carers to understand the current state of caring in the UK. This report contains a snapshot of what caring in Wales is like in 2021, capturing the impact that caring has on carers' lives and evidencing the policy recommendations that would improve this.

Financial:

Caring often brings with it additional costs, from equipment and care costs to increased expenditure on fuel and transportation. When asked to describe their current financial situation, 36% of carers in Wales said they were struggling to make ends meet. A further 23% are or have been in debt as a result of caring and 8% cannot afford utility bills such as electricity, gas, water or telephone bills. When asked about how their financial situation had changed since the start of the COVID-19 pandemic, 36% of carers said that their financial situation had got worse since the start of the pandemic. Caring can be expensive and 65% of carers are spending their own money on care, support services or products for the person they care for. The average monthly spend for carers in Wales is £109.75 and with high rates of inflation and a rising cost of living, this extra spend is likely to further disadvantage carers financially.

Support and Services:

Carers often need practical and emotional support to enable them to care safely for people with complex needs, and too often they struggle to get the support they need. When asked about barriers to accessing support, the largest issue for Welsh carers was that they did not know what services were available in their area with 40% of carers reporting this as a barrier. In addition, 30% of carers were concerned about the risk of catching COVID-19 and 32% say that the care and support services did not meet their needs. Considering the future of services, 51% of carers were uncertain about what practical support they may be able to access in the next twelve months and 66% were worried that services will be reduced.

Health:

Caring can have a detrimental impact on someone's physical and mental health. 26% of carers described their physical health as bad or very bad. 34% of carers rated their mental health as bad or very bad. Looking at wider indicators of wellbeing, 36% of carers reported that they are often or always lonely, otherwise known as being 'chronically lonely'. Carers also rated their overall satisfaction with life at an average of 4 out of 10 and their level of anxiety at 6 out of 10.

Carer's Assessments:

The Social Services and Well-being (Wales) Act 2014 gives Welsh carers the right to a carer's needs assessment. Despite carers' rights to assessments only 21% of Welsh carers reported having an assessment in the last 12 months. Of those, 28% waited more than six months for their assessment. Of those who hadn't requested a carer's assessment, 37% stated that this was because they didn't

² <https://www.carersuk.org/for-professionals/policy/policy-articles/state-of-caring-2021-report>

know what it was and 20% stated it was because they didn't think it would be beneficial. 10% of carers said their assessment had been postponed or they were still waiting.

Technology:

When asked about their current use of digital technology, remote healthcare such as online GP appointments was the most popular technology listed with 37% of carers stating that this made their caring role easier. Looking to the future, 31% of Welsh carers would like to continue accessing support services digitally in the future and 44% stating they would like to continue accessing health and social care services digitally.

Work

Working carers represent a significant proportion of the working population and 196 respondents were in paid work. The pandemic is continuing to have an impact on working experiences, with 51% of working carers are working from home part or full time. The limited return of services continues to have an impact. 30% of working carers in Wales stated that if care services did not return, they would either need to reduce their working hours or give up work entirely.

Finance & Resources

We will make sure that all funding streams identified for carers are co-ordinated and provide support in the way they need it most and when they need it most. We will consider all resources to help deliver against our seven priorities; this includes making best use of the following funding streams:



As the populations in our communities change we need to change how we provide care and support. We will see an increasingly older population who need support to manage as well as seeing increases in the number of people with complex needs and people who look to us to help them. We need to acknowledge the budget pressures we are likely to face in the future.

We will continue to work together with our partners in new and innovative ways to deliver the most efficient, effective and sustainable support to unpaid carers. Through greater collaboration and integration of services we will maximise the use of all available resources to help deliver support to all unpaid carers in Cardiff and the Vale of Glamorgan.

Appendix A

The below table, pulls out all of the key actions within the commitment document, these will be taken forward and monitored by the regional Unpaid Carers Board:

Commitment	What will we do?
We will ensure unpaid carers are identified and recognised in our communities	Work with our partners in health, social care, housing, education, and the third sector (for example. charities and voluntary groups) to promote awareness of early identification of unpaid carers through information and training.
	Work with schools to help make the identification and support for young unpaid carers in primary and secondary schools as easy as possible.
	Work with GP practices to support the identification and recognition of all unpaid carers.
We will ensure the right information and advice is given to unpaid carers at the right time	Promote early intervention and preventative services to help unpaid carers and the person they care for.
	Make information available to unpaid carers in the most appropriate format (easy-read/braille/ in different languages).
	Use social media and the internet to make it easier for unpaid carers to find the right information when they need it.
	Inform unpaid carers of their right to support and that their rights are equal to those they care for.
We will work to improve the quality of support provided to unpaid carers	Facilitate and promote carer support networks to provide an opportunity for unpaid carers to share experiences and learning from each other.
	Develop training for young unpaid carers to recognise their skills and experience and help young unpaid carers to look after themselves.
	Continue to work with schools so they understand and are able to support young unpaid carers.
	Ensure the needs of unpaid carers are identified and they receive the appropriate support whether through a carer's assessment or in other ways.
We will develop and improve the skills of our workforce to help carers achieve what matters to them	Make links with our partners to identify and promote training and development opportunities for unpaid carers, and identify any training and development needs that are not currently being met.
	Train people who work with young unpaid carers, to make sure they find out about what is important to young unpaid carers and their families to find out how they can help.
	Where appropriate, share information with partner organisations involved in supporting unpaid carers.
	Work in a person-centred approach focussing on individual need to ensure unpaid carers' health and well-being outcomes are co-produced by individuals and members of the workforce.
We will make best use of the resources available to contribute to caring for people in our communities and make sure unpaid carers have time to do the things they enjoy	Recognise whilst there are many things unpaid carers have in common, the support available to unpaid carers need to be individual and consider the unique nature of their caring role.
	When support is provided, unpaid carers will be asked what difference it has made, to make sure we are supporting them in the best and most cost-effective way.

	<p>Set up carer support groups at community location for example. GP surgeries, libraries, with information about keeping healthy and connected.</p> <p>Develop support for unpaid carers using digital solutions for example. use online carer forums and social media to help access information and support.</p>
We will work together to ensure unpaid carers are supported in education and work	<p>Support unpaid carers to return or remain within the workforce, either alongside or instead of the caring role if they want to.</p> <p>Work with schools to help make the identification and support for young unpaid carers in primary and secondary schools as easy as possible.</p> <p>Working with employers and their representative bodies to promote unpaid carer friendly workplaces.</p>
We will ask you to tell us what you think	<p>Make sure consultation and engagement activities are accessible and unpaid carers are supported to be able to contribute their views and opinions effectively.</p> <p>Evaluate and review the current ways we engage with unpaid carers and how effectively different carer groups are represented and develop ways to reach any groups which may be under represented.</p> <p>Provide different opportunities for unpaid carers to have their say and ask unpaid carers to tell us the best way to involve them, for example. via social media, on their own or with a group of unpaid carers.</p> <p>Engage with young unpaid carers in evaluating support and work with them in designing support options that best suit their individual caring situations.</p>
We will listen to the voice of unpaid carers to inform the development of services and support	<p>Ensure unpaid carers have a choice over how to conduct an assessment that best supports their lifestyle.</p> <p>Include unpaid carers when a decision is made about them, and if it is required, ask someone to help decide what is best.</p> <p>If the person being cared for is admitted into hospital, let unpaid carers know what is happening and include them in the discussions when they are able to come home.</p> <p>Continue to engage with young unpaid carers through the Young Carers Forum and use it to create support better for young carers.</p>



CARING FOR CARERS SURVEY



Do you look after a relative or friend by helping them with their daily activities and needs?

IF YOU DO WE NEED YOUR HELP!

We know what a vital job carers do and we want to understand the current support available for carers and how this can be improved. If you look after a relative, friend or neighbour we would be grateful if you could complete the below survey.

By completing this form you are agreeing that your details are shared with the Age Friendly Cardiff Team. Any personal data provided as part of this form will be processed in line with current data protection legislation.

The information that you provide in completing this form will be treated as confidential, in line with the requirements of the Data Protection Act 2018 and the General Data Protection Principles. Any data supplied by you on this form will be processed in accordance with Data Protection Act requirements and in supplying it you consent to the Council processing the data for the purpose for which it is supplied. All personal information provided will be treated in the strictest confidence and will only be used by the Council or disclosed to others for a purpose permitted by law. If you wish to withdraw consent at any time, please email consultation@cardiff.gov.uk For further information on how we process your personal data please refer to our Privacy Policy - or contact the Data Protection Officer, Room 357, County Hall, CF10 4UW, email: dataprotection@cardiff.gov.uk

Q1. Are you completing this survey as someone who cares for a friend or relative or on behalf of an organisation that provides support?

As a carer for a friend of relative (Go to Q12)

Behalf of an organisation (Go to Q2)

Q2. What is the name of your organisation?

.....
.....

Q3. What does your organisation provide in regards to respite?

Referral to respite services

Provide our own services

Q4. If you provide a referral service, please provide an e-mail address below and we'll be in touch to capture the information.

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.....

Q5. If you provide your own services, please tell us the type of assistance that your organisation provides.

(please tick all that apply)

- Sitting service
- Day centre
- Short term assisted living
- Events
- Holiday / trips
- Emergency respite
- Other, please specify:

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Q6. What is the name of the respite service you provide?

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Q7. Please provide a brief explanation of this service below:

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Q8. How does a carer access this service?
(e.g do they need a referral from social services etc)

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Q9. Is there a cost for carers to access this service?

- Yes No

Q10. Do you provide any other respite services?

- Yes No

Q11. If YES, please provide details below:

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Q12. Do you support a relative or friend to live in the community?

- Yes
- No, I provide support in another setting (e.g. Care home)

Q13. What relation are you to the person that you look after?

- Parent / guardian
- Son / daughter / child (and I'm over 18)
- Son / daughter / child (and I'm under 18)
- Other relative (sibling etc)
- Friend
- Neighbour
- Other, please specify:

.....

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Q14. How often do you provide your support?

- 24 hours a day
- All night
- All day
- Several times per day
- Daily
- Several times per week
- Weekly
- Less often

Q15. What support do you help with?
(please tick all that apply)

- Personal care
- Shopping
- Housework
- Picking up and / or administering medication
- Taking someone to hospital and GP appointments
- Provide company and emotional support
- Neighbour
- Other, please specify:

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Q16. Have you ever accessed any help that allowed you to take a break from your usual routine of looking after your relative or friend?

- Yes
- No

Q17. Why does the person that you look after require your support?

(please tick all that apply)

- Temporary support following a period of illness or a hospital stay (e.g. after surgery)
- Physical disability
- Learning disability
- Sensory loss
- Dementia
- Mental health condition
- Substance misuse
- Digitally excluded - requires support to access digital services (e.g. Banking)
- Help to get out and about
- Other, please specify:

Other, please specify:

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Q19. What is the name of one of the services you use?

(e.g. Sitting service / Day Centre)

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Q20. Who / what organisation provide this service?

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.....

Q21. How often do/did you use this service?

- Several times per week
- Weekly
- Monthly
- Bi-monthly
- Annually
- One off
- Other, please specify:

.....

.....

Q18. What assistance do you use that allows you to take a breather?

(please tick all that apply)

- Sitting service - somebody to keep the person you care for company for a while, usually for a few hours at a time (e.g. a volunteer)
- Day centre
- Short term residential care
- Help from family / friend / neighbour
- Attending an event together
- A holiday / trip together

Q22. Do you use any other services or ways to take a break?

- Yes (Go to Q23)
- No (Go to Q25)

Q23. If YES, please tell us what services you use:

.....

.....

.....

Q24. What services would really help you to carry on with the amazing support you give to your friend / relative?

.....

.....

.....

Q25. If you have not accessed any services that allow you to take a break from your usual routine of looking after your relative or friend, please tell us why?

(please tick all that apply)

- I don't feel like I need a break
- I am unaware of any options that can help
- I am not confident of leaving my friend or relative with anyone else
- I can't afford it
- I am unable to find support in the language of my choice
- I don't have suitable transport to get to the service
- The person I look after doesn't want to be looked after by anybody else
- I dont know how to access the servies available to me

Other, please specify:

.....

.....

.....

.....

Q26. Have you got a plan to support your loved one in an emergency?

- Yes (Go to Q27)
- No (Go to Q28)

Q27. If YES, please let us know what it is below:

.....

.....

.....

.....

.....

Q28. If you have any other comments or suggestions regarding caring for somebody, please let us know below:

.....

.....

.....

.....

.....

ABOUT YOU

Q29. Please provide your postcode below to allow us to more accurately pinpoint respondents' views and needs by area:

.....

Q30. What was your age on your last birthday?

- Under 16
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

Q31. Are you...?

- Female
- Male
- Other
- Prefer not to say

Q32. Do you identify as Trans?

- Yes
- No
- Prefer to self-describe
- Prefer not to say

Q33. Do any children live in your household?

- No children
- Yes, under 5 years old (pre-school)
- Yes, aged 5 - 11 (primary school)
- Yes, aged 11 - 16 (secondary school)
- Yes, aged 16 - 18 in full-time education, or working
- Yes, aged 16 - 18 but not in full time education or working

Q34. Which of the following best describes what you are doing at present?

- Working full time (30+ hours per week)
- Working part time (less than 30 hours per week)
- In full time education
- On a government training scheme
- Unemployed - Registered Job Seeker

- Unemployed - Unregistered but seeking work
- On a zero hour contract or children
- Permanently sick or disabled person
- Wholly retired from work
- Looking after home
- Caring for a child or adult
- Other, please specify:

.....

.....

.....

.....

.....

.....

.....

Q35. Which of the following best describes your housing tenure?

- Owned outright
- Owned with a mortgage
- Rented from the Local Authority
- Rented from a Housing Association
- Private rented
- Other, please specify:

.....

.....

.....

.....

.....

Q36. Do you identify as a disabled person?

- Yes
- No
- Prefer not to say

Q37. Please tick any of the following that apply to you:

- Deaf / Deafened / Hard of hearing
- Mental health difficulties
- Learning impairment / difficulties
- Visual impairment
- Wheelchair user
- Mobility impairment
- Long-standing illness or health condition (e.g. cancer, diabetes, or asthma)
- Prefer not to say
- Other, please specify:

.....

.....

.....

.....

.....

.....

.....

Q38. Do you consider yourself to be Welsh?

- Yes
- No

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

17 OCT 2022

LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2021/2022

Purpose of Report

1. To provide Members with background information to facilitate their scrutiny of the draft Local Authority Social Services Annual Report 2021/22, attached at **Appendix A**, prior to consideration by the Cabinet and Council.

Scope of Scrutiny

2. The scope of this scrutiny is for Members to review the Local Authority Social Services Annual Report, and to consider the following:

Draft Local Social Services Annual Report 2021-22

- I. The report's evaluation of the performance in delivering adult social care for the past year including lessons learned
- II. How the local authority has achieved the Welsh Government's six quality standards for well-being outcomes (see **Appendix B** for details)
- III. The extent to which the local authority has met requirements under Parts 3 and 4 of the Social Services Well-being (Wales) Act which relates to assessing and meeting needs
- IV. Assurances regarding:
 - governance and accountability
 - effective partnership work
 - safeguarding arrangements

- V. The local authority's performance in handling and investigating complaints
- VI. Responses to any inspections of its social services functions
- VII. How the local authority has engaged residents in the production of the report
- VIII. Discuss whether further scrutiny is required within a particular area relevant to this Committee's terms of reference.

Members are reminded that the content of the report which relates to Adult Services falls into this Committee's terms of reference.

Structure of Papers

3. The following Appendices are attached to this cover report:

Appendix A – draft Local Authority Social Services Annual Report 2021/22

Appendix B – Summary of Welsh Government's code of practice for measuring social service performance.

Appendix C – Directorate response to challenges raised regarding the draft LASSAR that was circulated to consultees in Aug 2022.

4. Committee Members are to note, the Local Authority Social Services Annual Report (LASSAR), should be read in conjunction with the [Directorate's Delivery Plan \(DDP\)](#), as the DDP sets out the detail of how the planned actions for 2022/23, identified in the LASSAR, are to be taken forward.
5. Committee Members are reminded that in the summer of 2022, the service area shared a draft version of the Annual Report with key consultees (including the Council's Community & Adult and Children Young People Scrutiny Committees) seeking their feedback. Feedback received from all consultees in this exercise is detailed at **Appendix C**; along with the directorates response.
6. Committee Members are to note, 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). This MSR covers the period of mid 2022 – 2026 and has been used to inform the LASSAR.

7. Committee Members are to note, later in the year, the Council’s Cabinet and this Committee will be considering a review of the Care Home Market which will include actions arising from the Market Stability Report.

Background Context - Local Social Services Annual Report (LASSAR) 2021-22

8. The purpose of the LASSAR is to set out the local authority’s improvement journey in providing services to people in their areas. Those who access information, advice and assistance, and those individuals and carers in receipt of care and support. Under the requirements of the Social Services and Well-being (SSWB) Act, the report needs to demonstrate how local authorities have promoted well-being and accounted for the delivery of well-being standards.
9. The Annual Report should reflect the experiences of service providers and services users. The Annual Report is a key way for local authorities to demonstrate accountability to citizens and should therefore be accessible to people, including service users. The Directorate should ensure that annual reports are not overly long and are written in a clear and concise way.
10. The report must be:
 - published “as soon as practicable” after the year to which it relates
 - presented to the Council by the Director
 - copied to Welsh Ministers
 - available on the local authority’s website.

11. The LASSAR is attached at **Appendix A**. *Members are reminded that the areas of the report relevant to this Committee's terms of reference are Adult Services.*

The report includes:

- Introduction (*pages 2-5*);
- Children Services Overview (*pages 6-16*)
- Transition to Adulthood (*page 17*)
- Adult Services Overview (*pages 18-31*)
- Priorities for 2022/23 (*pages 32-33*)
- Inspection Outcomes (*page 34*)
- How Are People Shaping our Services (*pages 35 -42*);
- Promoting and improving the well-being of those we help (*page 43*):
(set out under the six well-being objectives)
 - i. Working with people to define and co-produce personal well-being outcomes that people wish to achieve (*pages 43-46*);
 - ii. Working with people and partners to protect and promote people's physical and mental health and emotional well-being (*pages 47-50*);
 - iii. Taking steps to protect and safeguard people from abuse, neglect or harm (*pages 51-54*);
 - iv. Encouraging and supporting People to learn, develop and participate in society (*pages 55-58*);
 - v. Supporting people to safely develop and maintain healthy domestic, family and personal relationships (*pages 59-62*);
 - vi. Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs (*pages 63-64*);
- How we do what we do (*pages 65-66*)
 - i. Our workforce and how we support their professional roles (*pages 67-70*);
 - ii. Our financial resources and how we plan for the future (*page 71*)

Way Forward

12. Councillor Norma Mackie, Cabinet Member for Social Services (Adults) will be in attendance and may wish to make a statement. Following any opening statements provided by the Cabinet Member, the Committee will then have the opportunity to ask the Cabinet Members and officers questions on the Annual Report.

Financial Implications

There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. These financial implications will need to be considered before any changes are implemented.

Legal Implications

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

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the contents of the report, appendices and information provided at the meeting and report any comments, observations and recommendations to the Cabinet prior to its consideration of the report; and
- ii. Consider the way forward for the future scrutiny of the issues raised in the Annual Report 2021-22 and the future challenges and priorities for 2022-23 for inclusion within the Committee's work programme.

DAVINA FIORE

Director of Governance and Legal Services

11 Oct 2022

Local Authority Social Services

Annual Report 2021/2022

APPENDIX A

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.



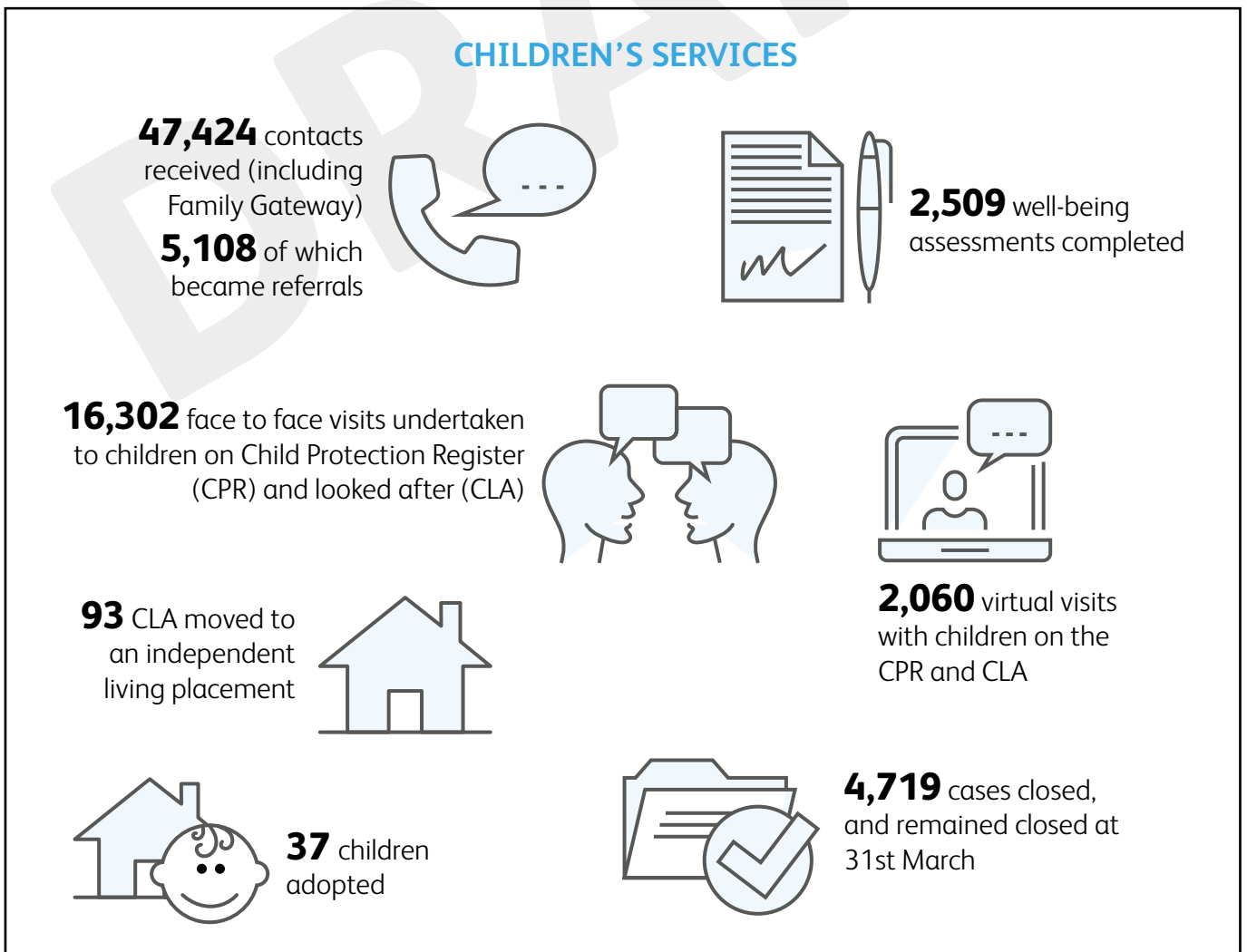
Message from the Director of Social Services

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:



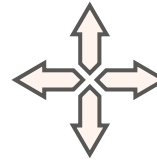
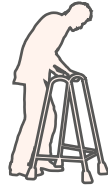
ADULT SERVICES

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**

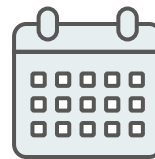


**Cardiff
Cares
Academy**

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



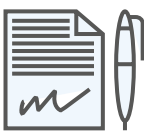





CHILDREN'S SERVICES OVERVIEW

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



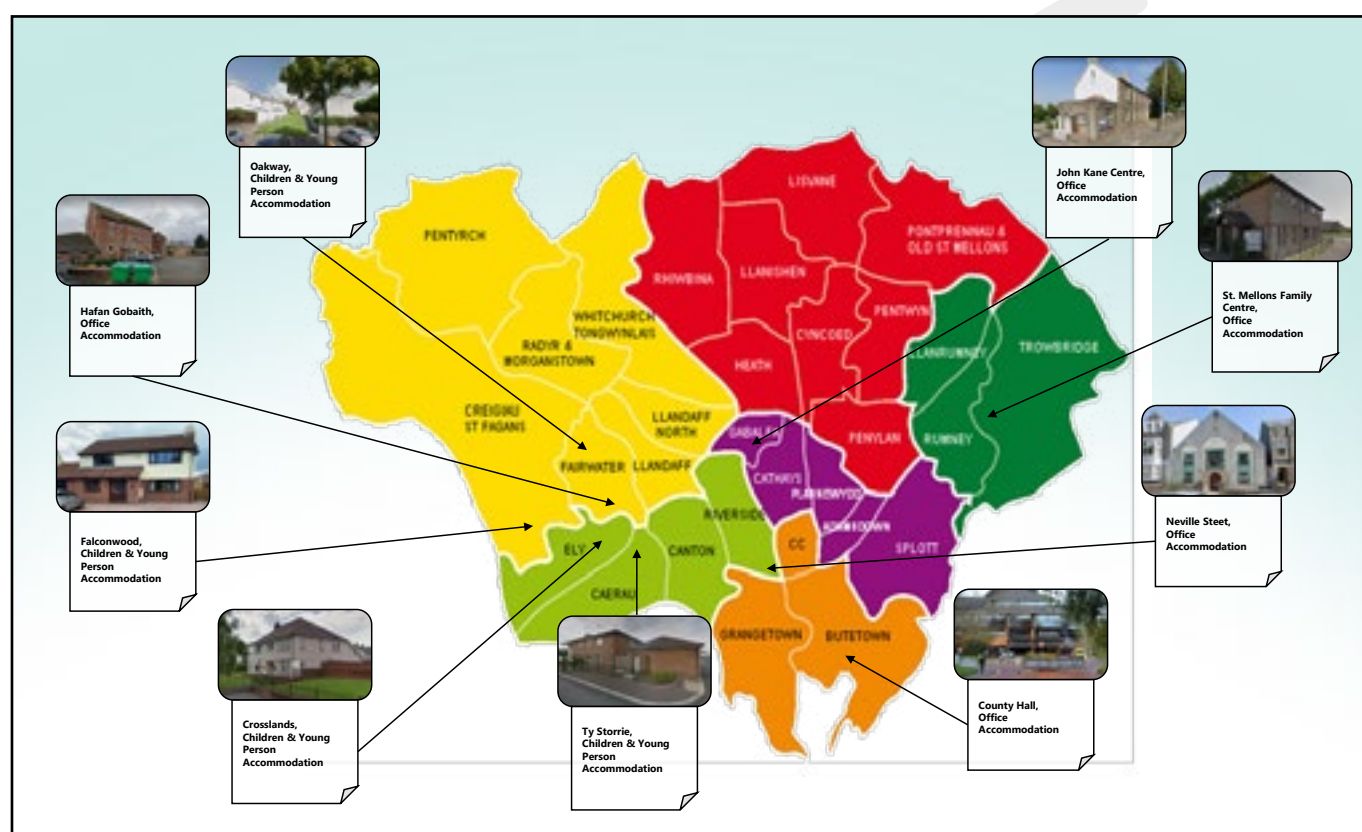
Emergency Accommodation



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).

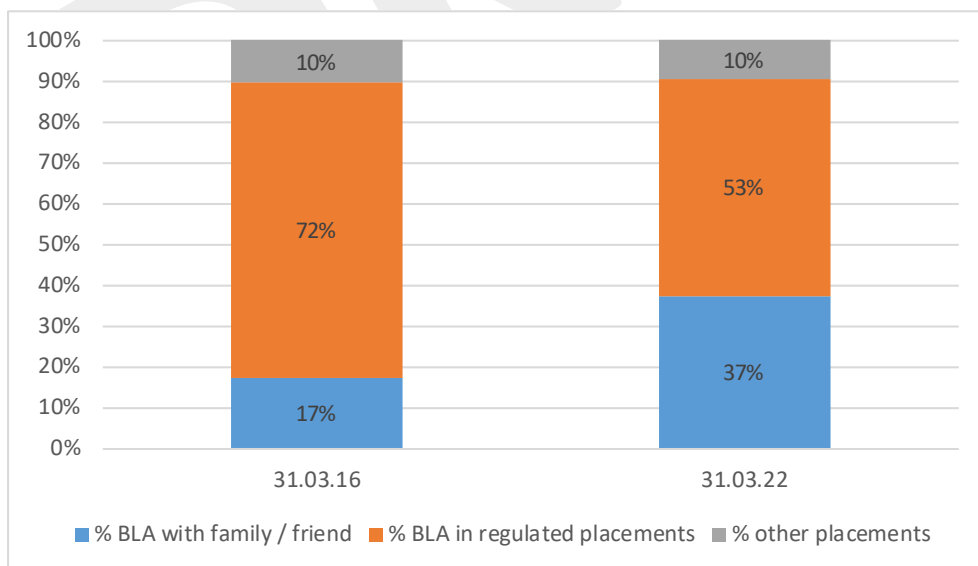


The impact of COVID-19 on families of children with disabilities is becoming increasingly evident with growing numbers of families experiencing breakdown so timely provision of these support services is hugely important for families with children with disabilities. In response we have set up a separate 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 Storie) is modernised and able to meet the demand and complexity of needs of children with disabilities. Options for the reshaping of Ty Storie 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:



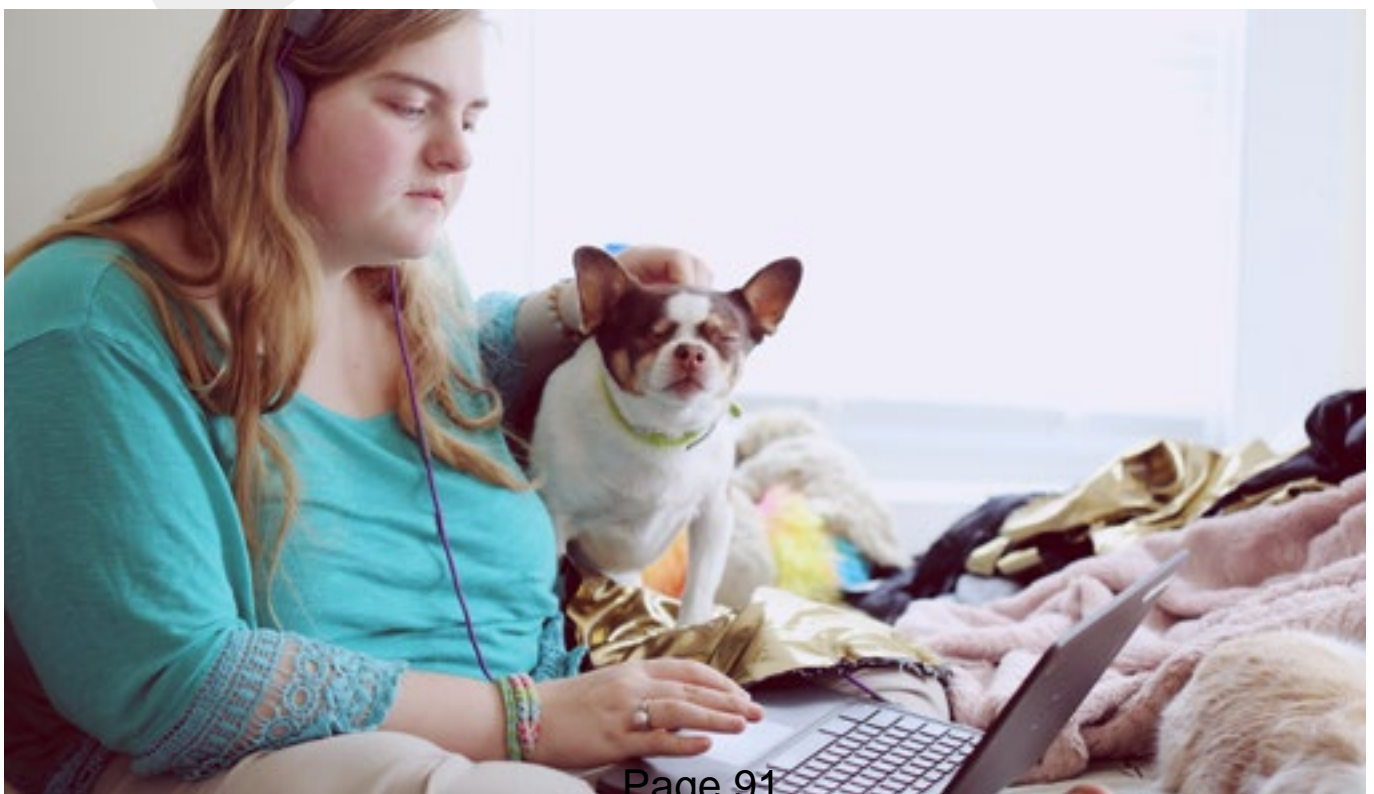
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TRANSITION TO ADULTHOOD

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	
503 14% 440 (2020/21)	1,693 29% 1,316 (2020/21)	4,429 6% 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
872 2% 890 (2020/21)	2,772 12% 2472 (2020/21)	992 6.5% 931 (2020/21)	2,762 32% 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.

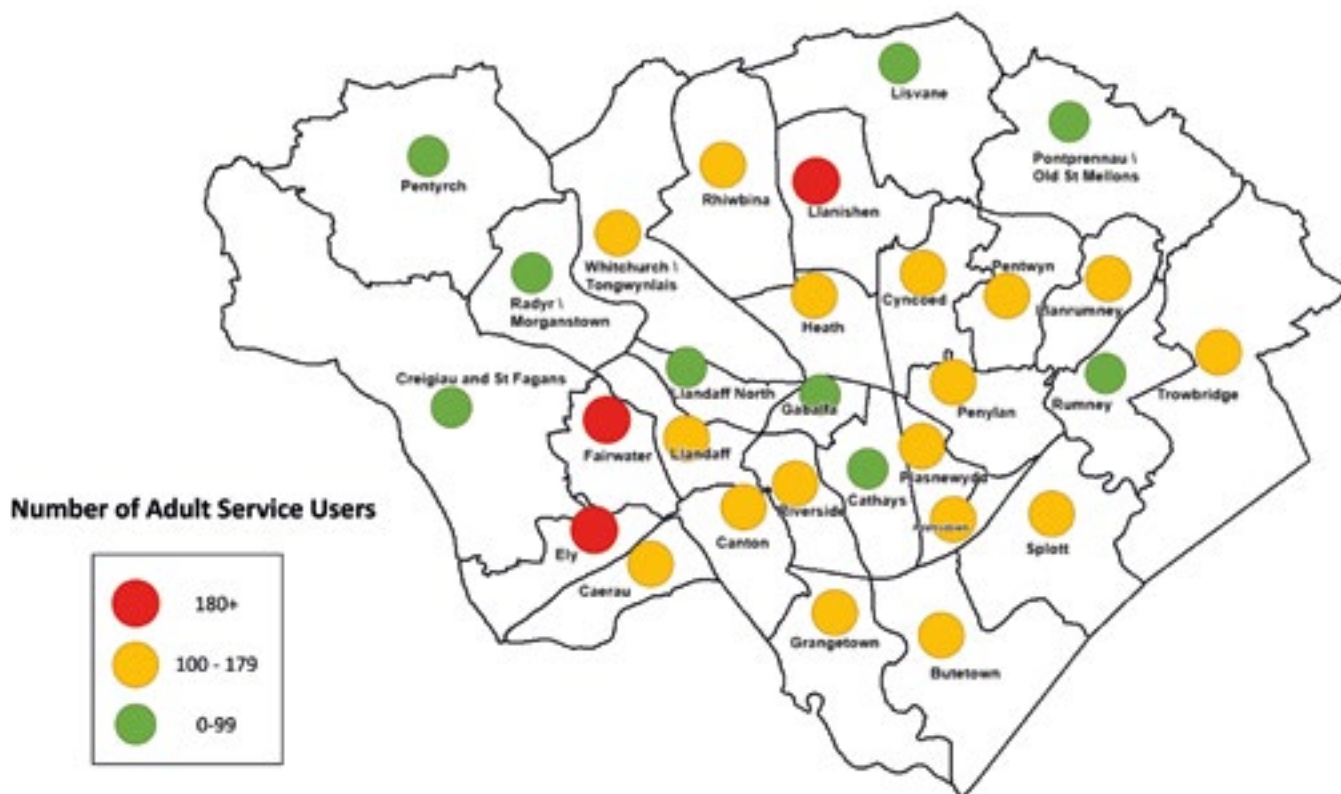
Older People's Services

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.

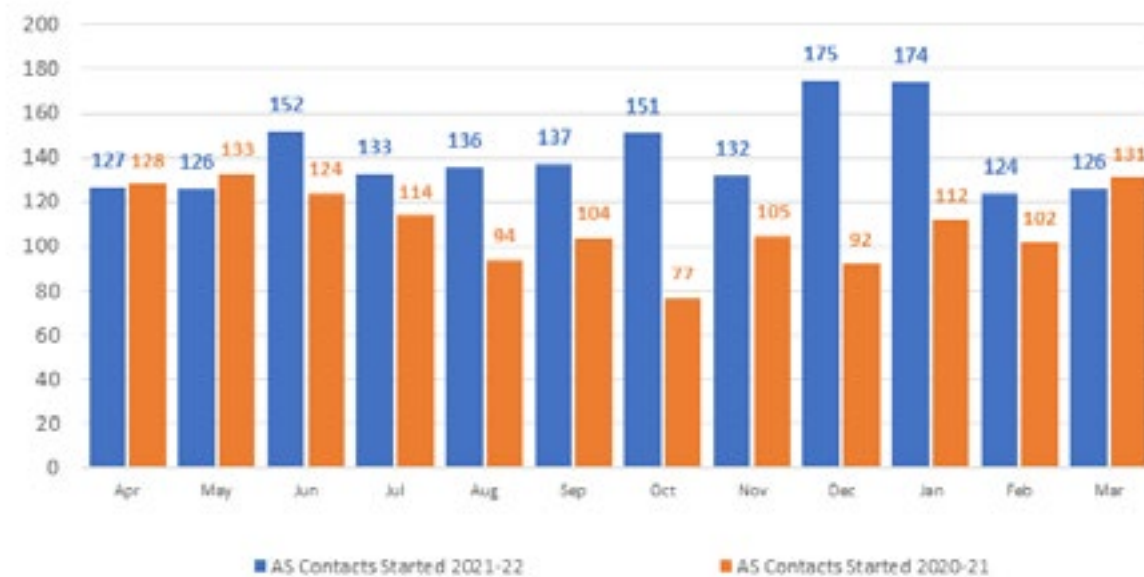
Quality Assurance

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 COVID-19 Recovery Plans , 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 locality working models and work with partners to embed services into communities and maximise benefits of community resources.
3	Ongoing implementation of Quality Assurance Frameworks and strengths-based practice.
4	Additional support services for Ukrainian refugees coming to the city.
5	Implementation of the Eclipse system 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 shifting the balance of care , 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	Recruitment and retention 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 mental health and emotional wellbeing issues.
4	Implementing the Safeguarding Adolescents from Exploitation (SAFE) model across the Directorate and working with partners to address the recent increase in serious youth violence .
5	Implement the actions plans arising from all regulatory inspections, audits and reviews including Her Majesty's Inspectorate of Probation (HMIP) and the systems reviewed.

Top 5 Priorities for Adult Services

1	Implement the Ageing Well Strategy 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 ensure the sustainable delivery of high-quality care and support , implementing a trusted partner approach and seeking to activity shape the care market to meet current and future need.
3	Supporting individual voice and control 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	Increasing the range of local accommodation and support options 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	Reviewing our organisational structure 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.

DRAFT

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 31st 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
Compliments	222	341	54 %
Complaints	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 Early Help and Youth Justice	Participation Charter for Children’s Services
Review of assessment paperwork has been commissioned	Young people’s engagement in transition to adulthood
Age-Friendly city membership has been achieved	

Case Study – Early Help

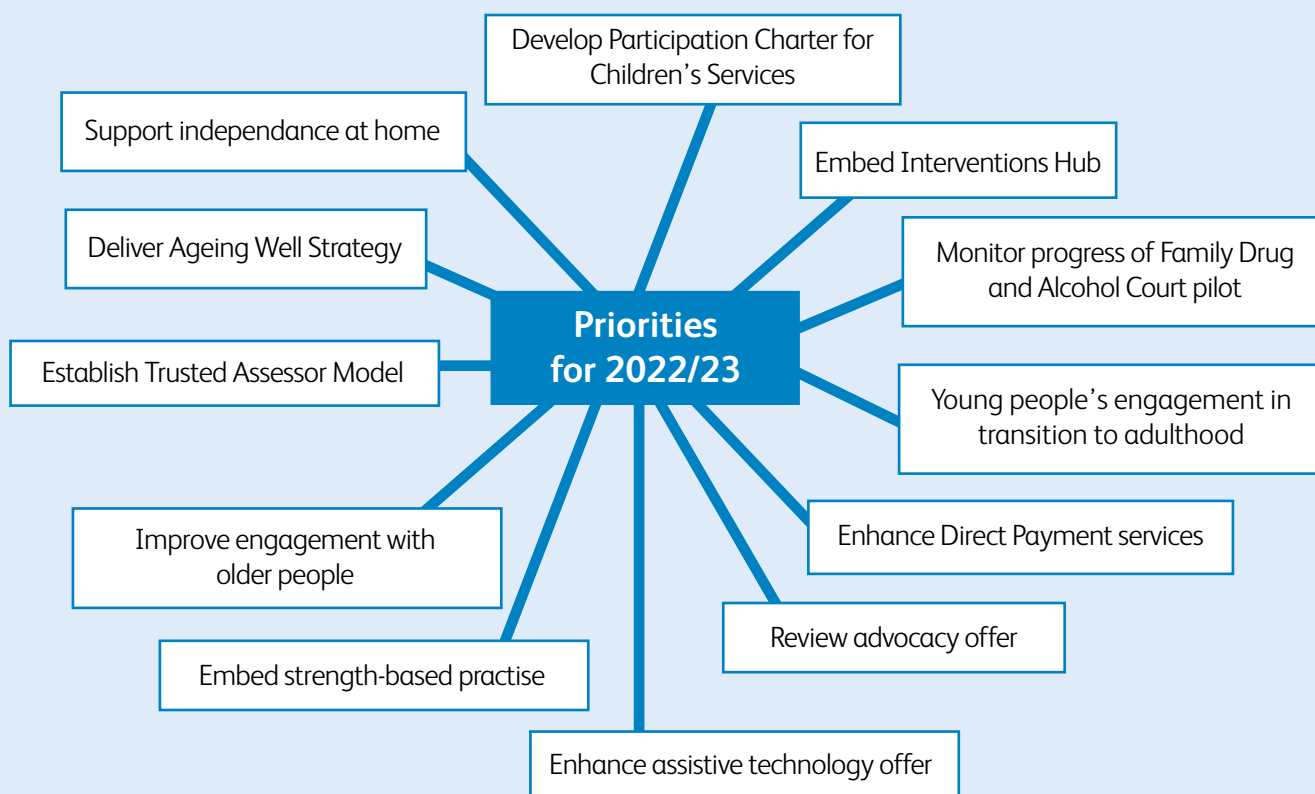
A family including Mum and 5 children (aged 7-18) were referred to Cardiff Family Advice and Support. Referrers were concerned that the family were vulnerable after fleeing their home because of a local gang who had taken over their garage to use as a base for making crack cocaine. The family were sleeping 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
2,509 ▼ from 2,651 in 2020/21	91.7% ▲ from 90.4% in 2020/21	825 ▼ 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:
713 assessments in Children's Services (26 accepted) ▲ from 674 (12 accepted) in 2020/21	997 assessments in Adult Services (5 accepted) ▼ from 2,597 (27 accepted) in 2020/21	328 children (141 accepted) ▼ from 336 (255 accepted) in 2020/21

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





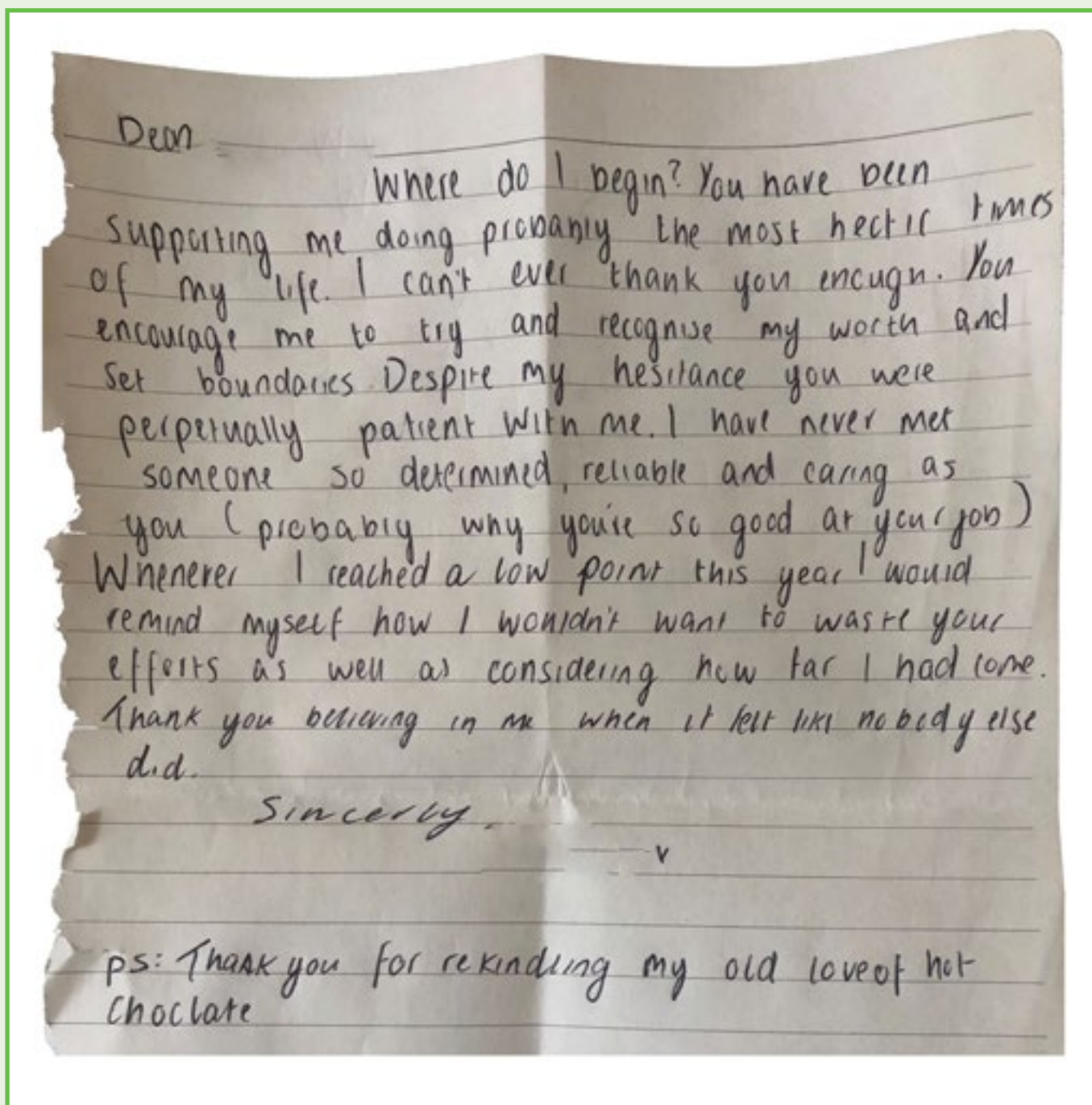
WORKING WITH PEOPLE AND PARTNERS TO PROTECT AND PROMOTE PEOPLE'S PHYSICAL AND MENTAL HEALTH AND EMOTIONAL WELL-BEING

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
Reablement services review undertaken, and a number of Community Occupational Therapy posts have been developed to support reablement and timely support	Strategy for children with additional learning needs and disabilities
Wellbeing Support Officers supporting individuals to live well and remain independent	Therapeutic and mental health needs of children looked after
	Trauma informed practice
	Introduction of Liberty Protection Safeguards 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.”

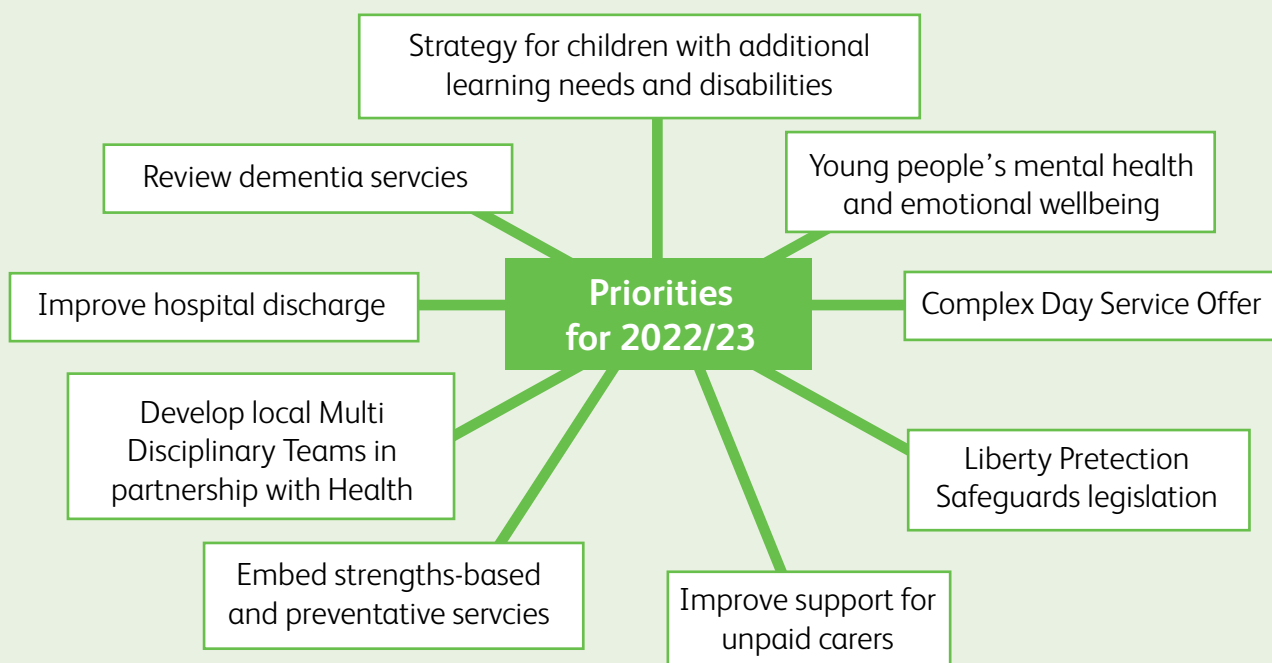
“I was asked to speak at a social event I would have never been able to do that if it weren’t for these groups.”

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
444 ▼ from 459 at 31st March 2021	85 ▼ from 88 in 2020/21	957 ▼ 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.



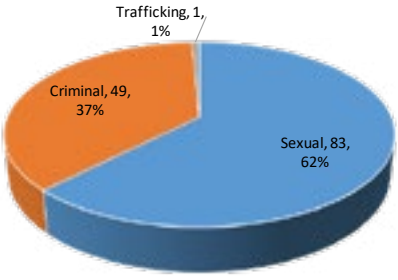
What went well from our 2021/22 Directorate Delivery Plans	What is progressing from our 2021/22 Directorate Delivery Plans, with some delay
Child Protection Conference / Independent Review Service	Increase awareness of Violence Against Women, Domestic Abuse and Sexual Violence VAWDASV Strategy
	Embed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

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>4.2% (25)</p> <p>▼</p> <p>from 5.2% 37 in 2020/21</p> 	<p>66.1%</p>  <p>▼</p> <p>from 71.7% in 2020/21</p>	 <table border="1"> <caption>Exploitation Types</caption> <thead> <tr> <th>Type</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>	Type	Count	Percentage	Sexual	83	62%	Criminal	49	37%	Trafficking	1	1%
Type	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>99.1%</p> <p>▲</p> <p>from 98.9% in 2020/21</p>	<p>1,693</p> <p>▲</p> <p>from 1,316 in 2020/21</p>	<p>68%</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 education attainment for children looked after and education, employment or training for care leavers	Engagement with independent fostering agencies
	Improve the placement finding process
Reducing social isolation for older people through independent living services and day centre provision	Implement All Wales Fostering Brand
	Introduce AskSara technology to promote independence
	Dementia Friendly 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.

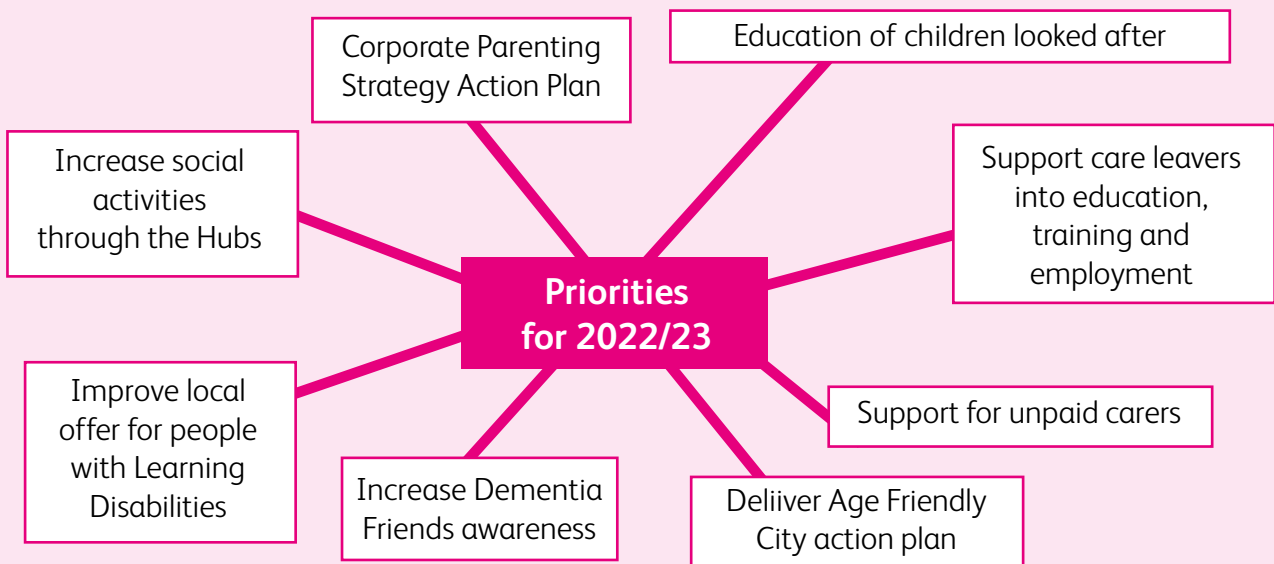
We also met his family to understand their wishes for him. It became clear that family was very important to J and he very much wanted to remain living with his family. His family were equally clear that they did not want him to attend a residential college far away from home and wished for him to remain 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	
	13.0% ▲ from 8.3% in 2020/21	36.7% ▲ from 34% in 2020/21	
	49.8% ▼ from 52% in 2020/21	1,218 ▲ from 558 in 2020/21	992 people engaging with events per month ▲ from 700 in 2020/21
	Percentage of Council staff completing Dementia Friends training	Dementia Friends digital events	Number of digital events and attendance supported by Ty Canna Mental Health Team

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 adoption process	Reunification Framework
	Embed Family Group Conferencing
	Reshape respite provision for children with disabilities
	Court Improvement Plan
	Residential Assessment Centre
	Complete the move to locality working

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:

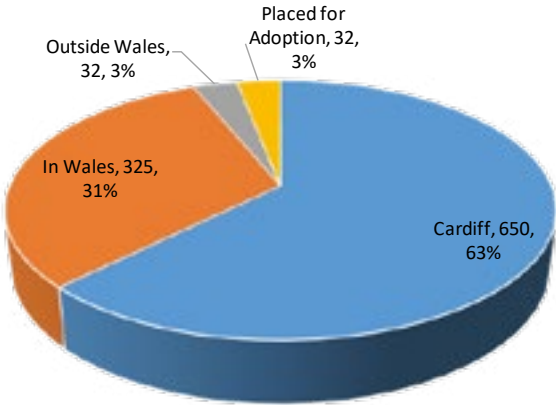


“It’s been really fun having a pen pal and thinking about questions to ask my new friend”

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

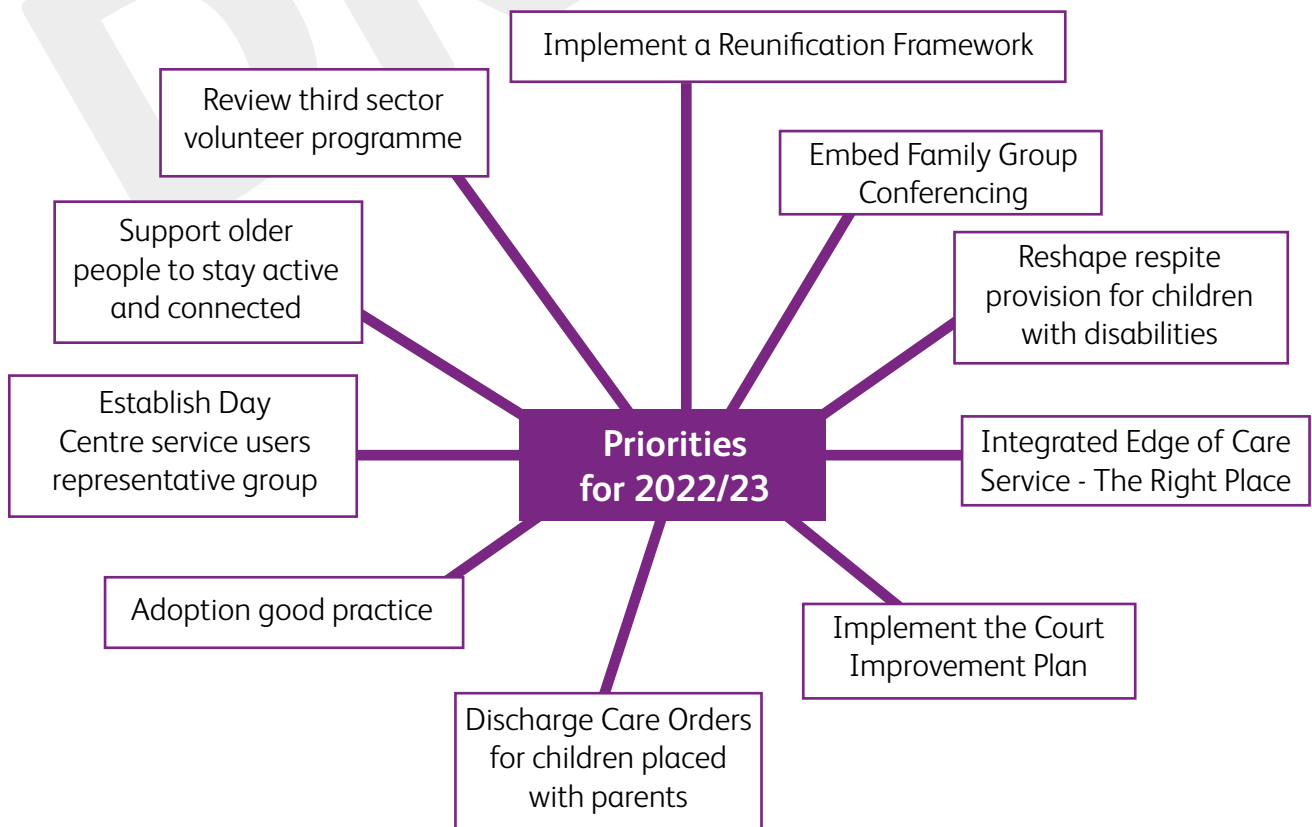
“It’s been great to hear about Tony playing cricket when he was in School”

“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>43.4%</p> <p>▲ from 35.3% in 2020/21</p> 	<p>7.7%</p> <p>▲ from 6.0% in 2020/21</p> 
<p>Carers Wellbeing Assessments completed:</p> <p>503</p> <p>(no comparator for 2020/21)</p>	<p>87%</p> <p>of people reported being more active and having healthier lifestyles through engagement with Community Inclusion Officer activities (no comparator for 2020/21)</p>	<p>124</p> <p>people accessing Older People's Day Services 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+

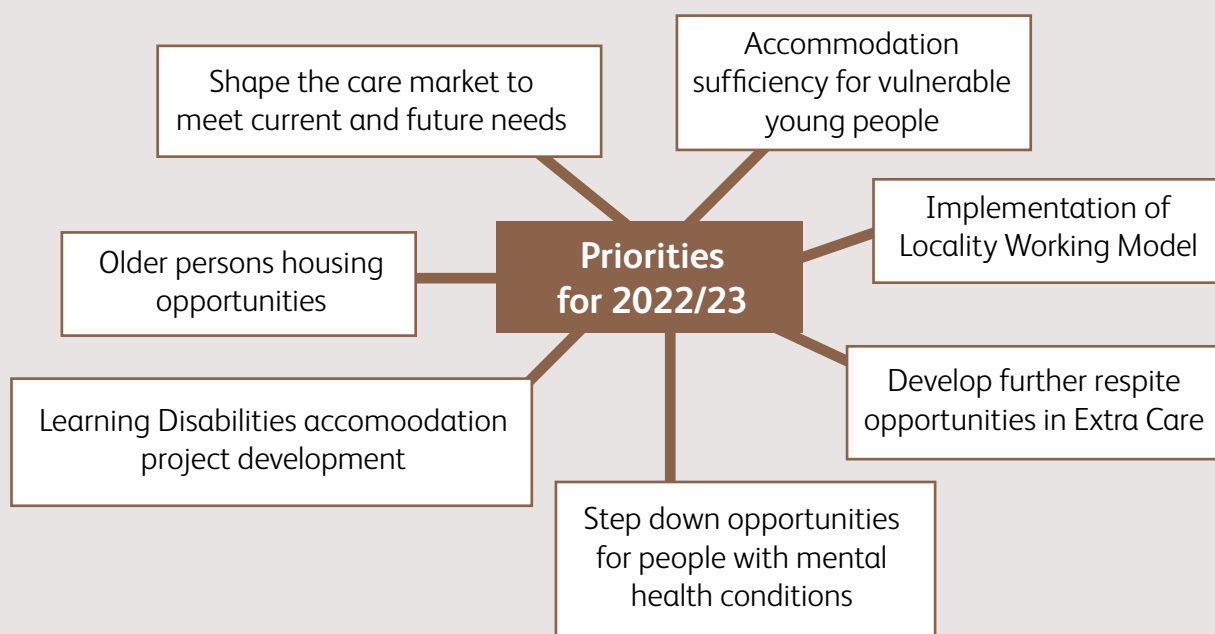
Case Study – Children’s Services

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 63.9% ▼ 13-24 months after leaving care 74.0% ▲	36 (no comparator for 2020/21) 	21 ▼ 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
542 ▼ from 572 in 2020/21	611 ▲ from 475 2020/21	46% ▲ 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 9% Foundation 3% 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"> o 14 seconded staff were on the Social Work degree course during the year. 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. o 25 newly qualified social workers enrolled the First Three Years in Practice program with 35 experienced staff trained as mentors to support them. o Provision of clinical supervision within some Children's Services teams.
✓	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.

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

IT system for **Multi Agency Safeguarding Hub**

Reduce permanent **vacancies in Children's Services**

Signs of Safety in Children's Services and embedding **good practice**.

Review **fostering processes**

"All Our Futures" **Youth Justice Strategy**

Strengths-based practice in Adult Services

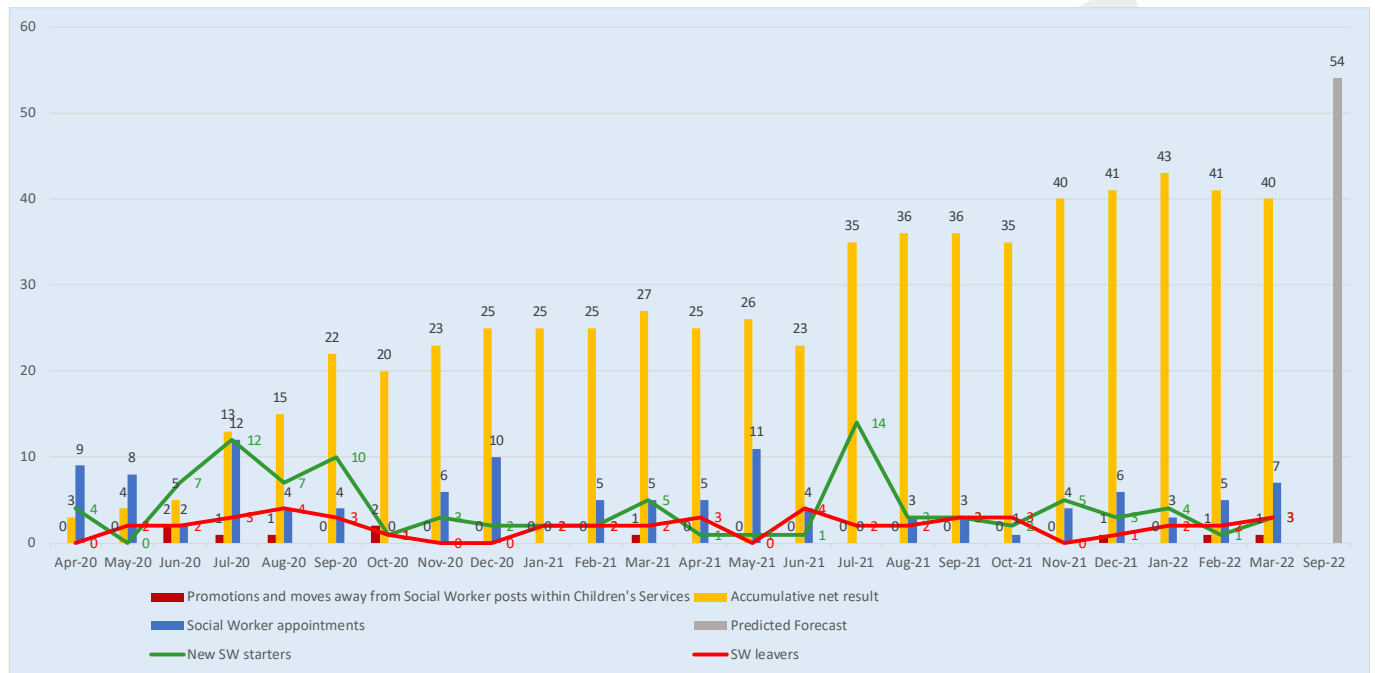
Policies and procedures review

Case Study – Children's Services

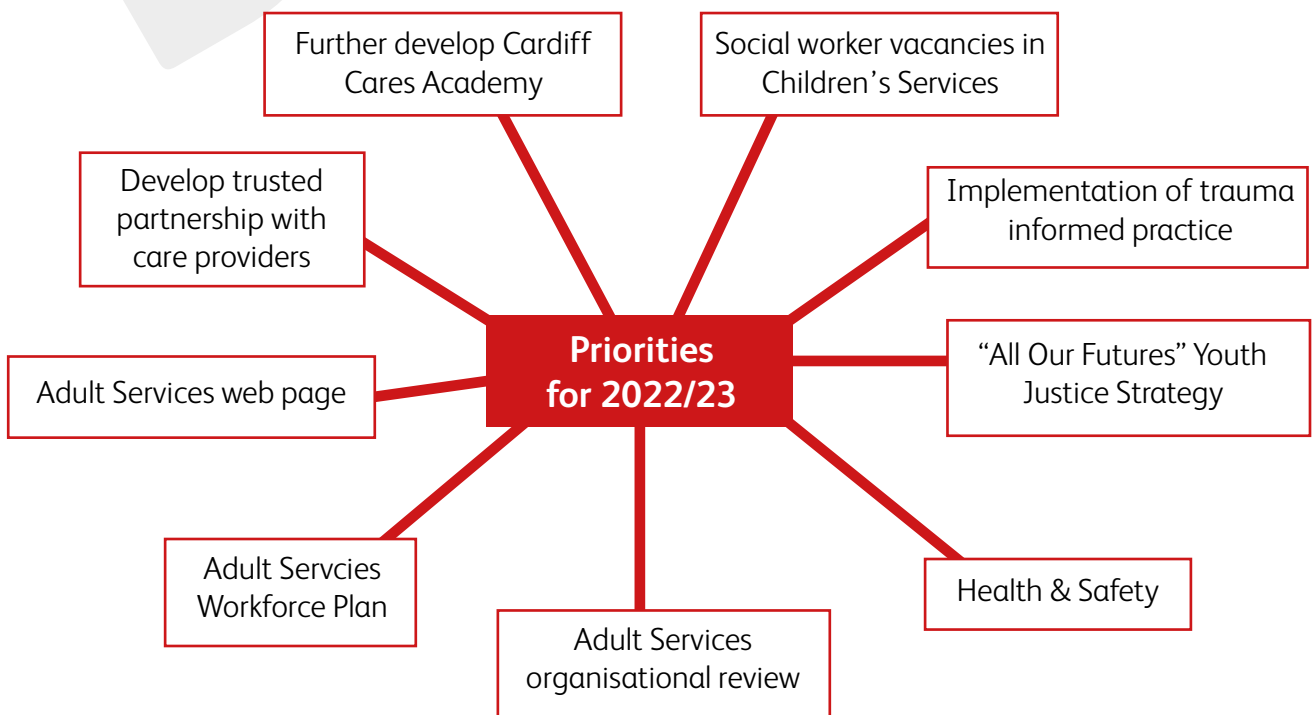
The deputy store manager from a local supermarket called to say that a young person who was banned from the store had tried to enter the store this afternoon. When security stopped him entering and explained this to him, he apologised to them for his previous behaviour saying he was very sorry and had 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
23.9% ▼ from 28.8% in 2020/21	15.01 ▲ from 12.88 in 2020/21	20.88 ▲ 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

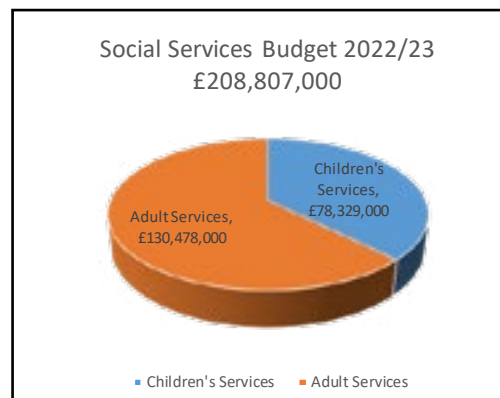
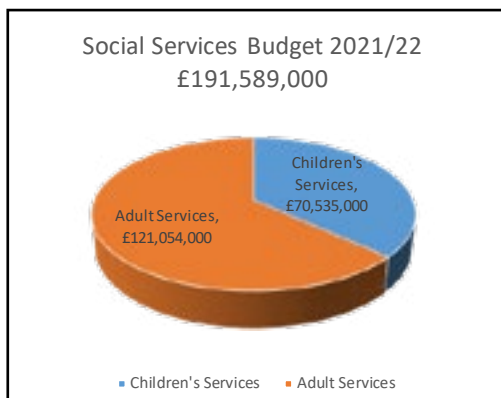
Locality working for Adults and Children's Services

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



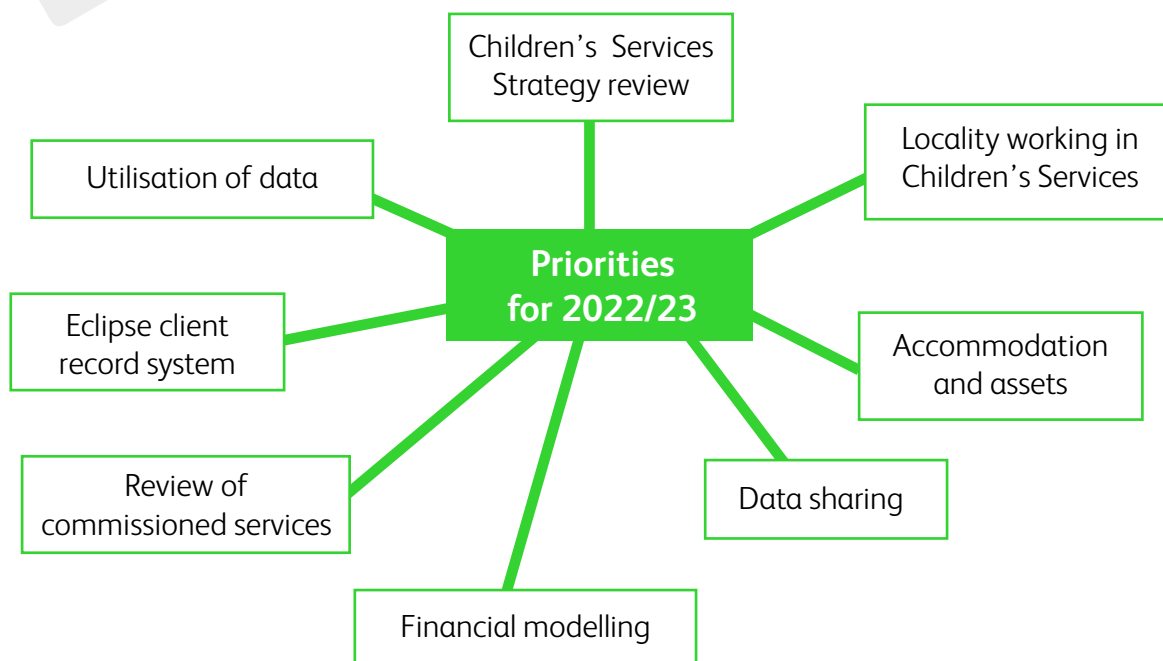
The financial support that is required to ensure that services are available and suitable to meet the needs of vulnerable families and individuals in Cardiff is very significant. Social Services budgets are a key element of Council costs and work has been focused in the past 12 months to increase the 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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QUALITY STANDARDS FOR WELL-BEING OUTCOMES¹

Local authorities **must** achieve the quality standards set in the Welsh Government's, 'Code of Practice in relation to Measuring Social Services Performance'.

1. Local authorities must work with people who need care and support and carers who need support to define and co-produce personal well-being outcomes that people wish to achieve.

In order to achieve this, local authorities in the exercise of their social services functions **must**:

- a) Work with partners to ensure access to clear and understandable information, advice and assistance to support people to actively manage their well-being and make informed decisions.
- b) Work with people, as partners, to prevent the need for care and support and with other partners to arrange services in a way that prevents or delays peoples need for care and support.
- c) Work with people as partners to undertake an assessment of personal well-being outcomes in a timely manner.
- d) Ensure decisions made have regard to a person's individual circumstances and the UN convention on the rights of children and the UN principles for older people and the UN convention on the rights of disabled people.
- e) Treat people with dignity and respect.
- f) Ensure people have control over the planning and delivery of their care.
- g) Arrange an independent advocate to facilitate the involvement of an individual where that person can only overcome the barrier(s) to fully participating in the process of determining, reviewing and meeting need, through the support of an advocate.
- h) Have in place suitable arrangements for assessing and determining need and eligibility.

¹ [Code in Relation to Achieving Wellbeing \(senedd.wales\)](http://www.senedd.wales)

- i) Ensure people who have a care and support plan have a named contact who shares relevant information with partners to allow a seamless transition of care and support across services.
- j) Ensure that the impact of the care and support on people's lives is measured, as well as the achievement of personal outcomes.
- k) Work with other professionals, including providers, to facilitate and lead a multi-disciplinary plan for care and support.
- l) Have in place suitable arrangements to make people aware of paying for care and charging arrangements.

2. Local authorities must work with people who need care and support and carers who need support and relevant partners to protect and promote people's physical and mental health and emotional well-being.

In order to achieve this, in the exercise of their social services functions local authorities **must**:

- a) Jointly develop with partners and people the means to promote and support people to maintain a healthy lifestyle.
- b) Support people to access services which enable them to maintain a good level of mental health and emotional well-being.
- c) Encourage and empower people to manage their own health and wellbeing, be active and benefit from proactive, preventative care and support.

3. Local authorities must take appropriate steps to protect and safeguard people who need care and support and carers who need support from abuse and neglect or any other kinds of harm. Abuse, neglect and harm are defined in the Social Services and Well-being (Wales) Act 2014.

In order to achieve this, in the exercise of their social services functions local authorities **must:**

- a) Respond effectively to changing circumstances and regularly review achievement of personal well-being outcomes.
- b) Provide care and support to people where it is necessary to meet their assessed needs in order to protect them from abuse or neglect or a risk of abuse or neglect or to protect a child from harm or a risk of harm.
- c) Develop suitable arrangements for people who put their own safety or that of others at risk to prevent abuse and neglect.
- d) Support people to protect the people that matter to them from abuse and neglect.
- e) Manage risk in ways which empower people to feel in control of their life, consistent with safeguarding needs.
- f) Work in partnership with others to investigate allegations of abuse and neglect to ensure that people are protected from harm.

4. Local authorities must actively encourage and support people who need care and support and carers who need support to learn and develop and participate in society.

In order to achieve this, in the exercise of their social services functions local authorities **must:**

- a) Support people to do the things that matter to them to achieve their personal well-being outcomes.
- b) Help people to gain the skills and educational attainment they need to engage in things that matter to them.
- c) Encourage people to be active members of their communities, and to Support each other in reducing social isolation.

5. Local authorities must support people who need care and support and carers who need support to safely develop and maintain healthy domestic, family and personal relationships.

In order to achieve this, in the exercise of their social services functions local authorities **must:**

- a) Work in partnership with people to investigate allegations of abuse and neglect and take action to ensure that people are protected from harm.
- b) Support people to maintain the relationships that matter to them, consistent with safeguarding needs.
- c) Help people to recognise unsafe relationships and protect themselves from abuse and neglect.
- d) Take the views of people's families, carers and other personal relationships into consideration when assessing their care and support needs, if appropriate.
- e) Provide people with stable and consistent care and support placements.

6. Local authorities must work with and support people who need care and support and carers who need support to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

In order to achieve this, in the exercise of their social services functions local authorities **must:**

- a) Support people to participate as active citizens both economically and socially.
- b) Support people to access and sustain the ability to engage in meaningful work.
- c) Support people in accessing financial advice and help with benefits and grants.
- d) Provide access to services through the medium of Welsh, in line with the Welsh Governments' framework for Welsh Language, 'More Than Just Words' or in other languages of choice where necessary.
- e) Support people to access living accommodation that meets their needs and facilitates independent living.

Local Authority Social Services Annual Report 2021/22
Cardiff Council

Appendix C - Overview of Challenge / Consultation

Feedback	Response	Amendment
Scrutiny		
<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.42

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. 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
action proposed will make a difference harder evidence of the impact of provision would help to give an insight into the effectiveness of approaches	Committee about how progress is measured going forward.	
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>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>	Noted.	
As indicated above it may be better to give a clearer sense of	Noted. The top 5 priorities for Social Services, Children's Services	

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>	
Staff		
<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.	
Children and Young People		
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
towards them as they required a lot of explanation from NYAS staff. It was noted that this does not mention Asylum Seeking Children	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.	

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

17 OCT 2022

IMPLEMENTATION OF THE RENTING HOMES (WALES) ACT 2016

Purpose of Report

1. To provide Committee Members with background information to facilitate their scrutiny on the implications of the Renting Homes (Wales) Act 2016, prior to the report's consideration by the Council's Cabinet, on Thursday 20th October.

Scope of Scrutiny

2. Committee Members are to note the draft Cabinet Report seeks the following:
 - I. For Cabinet to note the changes introduced by the legislation and the steps being taken to ensure the Council is fully compliant with the legislation and also, how the Council will support private landlords;
 - II. To put arrangements in place for the change from tenancy agreements to occupation contracts for council tenants, and to delegate responsibility for the finalisation and issuing of these contracts to the Director for Adults, Housing and Communities, in consultation with the Cabinet Member for Housing & Communities and Director of Governance and Legal Services.

3. The scope of this scrutiny is for Members to review the draft Cabinet Report, and consider the following:
 - I. Deliverability and achievability of the proposed changes
 - II. Subsequent work required of the Council in delivering the changes, including financial implications and resource requirements.
 - III. Decision making process behind the Council's proposed procedural changes.
 - IV. The consequential effects on other Council services as a result of this legislation

Structure of Papers

4. The following Appendices are attached to this cover report:

Appendix A – Commitments to Unpaid Carers Cabinet Report

Appendix B – Presentation providing an overview of the Act and the subsequent work required. Committee Members are advised this presentation will be delivered at the meeting following the Cabinet Members opening statement.

Context – Renting Homes (Wales) Act 2016

5. In January 2022, the Welsh Government announced the introduction of Renting Homes (Wales) Act 2016, which is due to be implemented on 1st December 2022. The Renting Homes Act is the biggest change to Welsh housing law for decades and will change the way all landlords in Wales rent their properties.
6. The intended outcome from this Act is to improve how properties are managed and the experience of those living in rented properties.

7. Both tenants and landlords alike will be affected by the law. With both social and private tenants seeing changes in:

- the way their contracts are provided
- the way their homes are maintained
- how they communicate with their landlords

As a result of the law, all social and private landlords will be required to:

- comply with the new law
- make the necessary updates to their properties and paperwork

8. The draft Cabinet Report, attached at **Appendix A**, sets out the detail of the changes and how the Council will respond to those changes, including how it will alter the support it offers to private landlords.

The following, is a headline list of the changes, and the proposed response of the Council as detailed in **Appendix A**:

➤ Introduction of new terminology (**point 4 & 9 of Appendix A**)

➤ Replacement of tenancy agreements with, 'occupation contract' - landlords must issue these new contracts to all existing tenants within 6 months of implementation date – 31st May 2023

Council's proposed response: occupation contracts have been drafted using Welsh Government guidance, however the Council has added additional terms to contract as set out in the bullet points of points 10 & 11 in Appendix A.

(Points 9 - 11 of Appendix A)

➤ All contract-holders will be entitled to 2 months' notice of any rent increase (as opposed to 1 month)

Council's proposed response: a new process to agree rent increase outside of the Council's usual budget setting process is currently being prepared

(Point 13 of Appendix A)

- Changes to joint contracts, succession rights and repossessing of abandoned council properties
Council's proposed response: procedures for agreeing succession rights, abandoned properties, and joint contracts are currently being developed (Points 14 – 18 of Appendix A).

- Introduction of a new repair standard
Council's proposed response: further monitoring systems are being put in place to ensure that records of compliance are readily available (Points 19 – 21, Appendix A)

- Increased security for individuals in supported accommodation
Council's proposed response: the Housing Service works collaboratively with a range of supported accommodation providers to ensure that individuals with complex needs are not evicted or excluded and will continue to do so under the new legislation. (Points 22 – 25, Appendix A).

- Standard occupation contractors for those provided with temporary accommodation will be given, although the Welsh Government are currently reviewing this regulation as it may have unintended consequences on the availability of temporary accommodation in the future (points 26 – 27 of Appendix A)

- Private landlords must now provide 6 months' notice period (as opposed to 2 months) and, in addition, a landlord cannot serve a notice within the first 6 months of the occupation contract, unless the contract holder has breached their contract conditions. In addition, private landlords will no longer be able to evict a contract holder solely on the basis that they have complained about the condition of the property (commonly known as a 'retaliatory eviction').
Council's proposed response: continue supporting private landlords through the Welsh Government leasing scheme, including access to a renovation grant and the housing service will continue to develop initiatives to encourage private landlords to stay in the rented sector (points 28 – 37 & 40 of Appendix A)

Identified Concerns

9. As detailed, at **point 6 of Appendix A**, the draft Cabinet Report notes concern regarding the potential for private landlords to leave the rented market due to the additional restrictions and duties imposed on them by the legislation, thereby putting additional pressure on the housing situation in Cardiff.
10. A further concern, identified at **point 15** of the draft Cabinet Report, is regarding the enhanced succession rates provided by this Act, as this may, in turn, reduce the number of family properties becoming available to let.
11. **Point 17** notes concerns over the increased allowance for individuals to collect their items (once a property has been repossessed) to 28 days. Noting this could potentially increase the time a property is void.

Way Forward

12. Councillor Lynda Thorne, Cabinet Member for Housing & Communities will be in attendance and may wish to make a statement. The Cabinet Member will be supported by relevant officers from the Adults, Housing & Communities directorate. Following any statement made by the Cabinet Member, the lead officer will then deliver the presentation attached at **Appendix B**. Following this, the question & answer section with the panel will begin.

Financial Implications

There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. These financial implications will need to be considered before any changes are implemented.

Legal Implications

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

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the contents of the report, appendices and information provided at the meeting and report any comments, observations and recommendations to the Cabinet prior to its consideration of the report; and
- ii. Consider the way forward for the future scrutiny of the issue for inclusion within the Committee's work programme.

DAVINA FIORE

Director of Governance and Legal Services

11 Oct 2022

BY SUBMITTING THIS REPORT TO THE CABINET OFFICE, I, JANE THOMAS, DIRECTOR ADULTS, HOUSING & COMMUNITIES AM CONFIRMING THAT THE RELEVANT CABINET MEMBER IS BRIEFED ON THIS REPORT

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

CABINET MEETING: 20th October 2022

IMPLEMENTATION OF THE RENTING HOMES (WALES) ACT 2016

**HOUSING & COMMUNITIES - (COUNCILLOR LYNDA THORNE)
AGENDA ITEM:5**

Reason for this Report

1. To brief cabinet on the implications of the Renting Homes (Wales) Act 2016 ('the Act') which is due to be implemented on 1st December 2022.
2. To set out the proposed approach to implementing the changes, including the introduction of new "occupation contracts" for all council tenants and changes to procedures to comply with the new legislation.

Background

3. In January 2022, the Welsh Government announced the introduction of Renting Homes (Wales) Act 2016, this will come into force on 1st December 2022. This new legislation will apply to council, housing association, supported housing and privately rented properties in Wales. The Act has implications for how all these types of housing are let and managed.
4. The Renting Homes (Wales) Act 2016 will introduce new terminology. Local Authorities and Registered Social Landlords will be known as 'Community Landlords,' and subsequently tenants will become 'contract-holders'.
5. The Act intends to provide greater security of tenure for those who rent a home in Wales and to ensure that both landlords and tenants understand their new individual rights and responsibilities.

APPENDIX A

6. Overall, this new legislation is welcomed as it provides tenants with enhanced rights and greater security of tenure. However, there is concern that private landlords may leave the rented market due to the additional restrictions and duties imposed on them by the legislation, putting additional pressure on the housing situation in Cardiff.
7. The Act and its published regulations require the Council, as a landlord, to implement changes in the way that council housing is let and managed. This report sets out the main changes in legislation and the proposed approach to these changes.
8. The Act also impacts on private landlords and their tenants, this report sets out the potential implications for private rented accommodation and the work that is being done to support landlords with the changes.

Issues

Key Changes for Council Tenants

The Renting Homes Act has significant implications for the letting and management of council homes as set out below:

Occupation Contracts

9. Tenants will become 'contract-holders' under the Act. Contract-holders will have an occupation contract which replaces their existing tenancy agreement. The Welsh Government have introduced different types of occupation contracts: an introductory and secure contract which will be used in permanent social housing, and standard contracts that can be used for private rented housing, supported housing and temporary accommodation. It is proposed that the Council should use four new occupation contracts: an introductory contract and a secure contract in permanent housing, and two standard contracts one for supported and one for temporary accommodation.

The Welsh Government has stated that all landlords in Wales will need to use the new occupation contracts for new contract-holders from the implementation date of the Act (1st December 2022). Landlords must also issue new contracts to all existing tenants within 6 months of that date (31st May 2023).

The Welsh Government have prescribed most of the content of the new occupation contracts, including fundamental and supplementary terms, however the landlord can insert additional terms in certain limited circumstances. Additional terms must be reasonable and agreed by both the landlord and the individual contract-holder. Careful consideration needs to be given to including additional terms as it is important that they do not conflict with the fundamental or supplementary terms set out in the legislation.

APPENDIX A

10. A set of proposed contracts have been drafted using Welsh Government guidance. All the proposed contracts have the required terms set out in legislation, however subject to legal advice, it is intended that additional terms will be added. For tenants in permanent housing the additional terms are as follows:

- Restrictions on keeping pets, contract holders are responsible for the pets they are allowed to keep
- The contract holder must keep gardens in a good condition
- The landlord's ability to recharge a tenant to make good damage from 'lack of care.'
- The contract holder must not statutorily overcrowd the home
- The contract holder must provide vacant possession at the end of the contract.
- The contract holder's responsibilities in the community and to engage with council officers to resolve issues.
- The contract holder's responsibility for maintaining the condition of the dwelling
- The contract holder must co-operate with the Council to ensure that fire risk is kept to a minimum in the property or any communal area
- Contract holders must not do major car repairs or park an illegal or unroadworthy vehicle on the land around the home or on the road

It has been possible to include these additional terms without individual agreement with existing tenants as these terms were already included in all existing tenancy agreements.

11. The proposed contracts to be used for temporary and supported accommodation also have the terms set out in the legislation, again depending on legal advice, additional terms will be added. These are as follows:

- The landlord's ability to recharge to make good damage from lack of care.'
- The contract holder must occupy the dwelling as the only or principal home during the term of the contract
- Contract holders are not permitted to keep any pet in the dwelling without the consent of the Council
- Contract holders must notify the Council if they are going to be away from the dwelling for more than three consecutive days at one time
- Contract holders with a support plan must engage with support workers
- The contract-holder must not allow overnight visitors to stay in the dwelling without the consent of the Council
- The contract-holder must comply with any car parking scheme which applies in the area

APPENDIX A

- The contract-holder has a duty to co-operate with Council regarding fire safety

Other clauses have been added to all the proposed contracts for clarification but will not change the contract holder's rights. Some of the terms are only applicable to specialist accommodation.

12. Both internal and external legal advice has been taken to ensure that the contracts are in line with the legislation. It is proposed that finalisation of the contracts is delegated to officers as set out in the recommendations below. Once complete, a new contract will be issued to all existing tenants on a phased basis. In addition, contracts will be provided to new contract holders from 1st December 2022.

Rent Increases

13. All contract-holders will be entitled to 2 months' notice of any rent increase. The Council's current notice period is 1 month. This will mean that the rent increase will have to be decided upon ahead of the normal budget process and it is anticipated that this will need to be agreed by Cabinet separately each year. Additionally, Welsh Government have provided prescribed forms which will need to be used by the Council to inform contract-holders of the rent change. A new process and timeline will be prepared for the next rent increase cycle in 2023.

Changes to Joint Contracts

14. There are changes to the rights of joint tenants (now to be called joint contract holders). A joint contract-holder will be able to leave a property without ending the contract entirely. New joint contract-holders can be added to the contract without having to end the current contract and start a new one. These changes are intended to help where there is a breakdown in a relationship and one partner leaves the property.

Enhanced Succession Rights

15. The Act gives contract holders enhanced succession rights. Currently only one succession can take place, under the new legislation, up to two successions will be allowed. However, this will be assessed on a case-by-case basis, in line with the criteria set out in the Act. It is also possible for a non-paid carer to succeed, however, again, this is subject to strict legislative criteria. While the enhanced succession rights will be good for some residents, this may reduce the number of family properties becoming available to let.
16. The Act allows the Council to request a successor or contract holder who is left in occupation after a joint contract holder moves out, to downsize to a suitably sized property if they are under occupying. The Council is permitted in the legislation to take action if necessary to enforce this.

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Where this is the case, every effort will be made to provide a suitable alternative property.

Abandoned Council Properties

17. The Act enables the Council to repossess an abandoned property without needing a court order, however it will still be necessary to carry out proper investigations to be sure that the property is abandoned. Once abandonment had been ascertained, the Council is required to serve a four-week warning notice and provide up to a further 28 days to collect any belongings that are deemed to be valuable, storage costs may be charged for this period. Currently, the Council allows 7 days to collect belongings after a property is found to be abandoned. While the ability to repossess the property without a court order will reduce the time taken to address abandoned properties, the increase to 28 days to collect possessions could potentially increase the time that the property is void once possession has taken place.
18. Procedures for agreeing succession rights, abandoned properties, and joint contracts are currently being developed to embed the changes in daily working practices. These new procedures will ensure the Council meets its new legislative responsibilities.

New Repair Standard

19. The Act introduces a repair standard and sets out 29 matters that must be considered when deciding if a landlord's property is fit for human habitation. To meet this new regulation, all landlords including the Council must ensure properties are fit for human habitation.
20. The Act sets out three specific requirements that all rented property must have: a working carbon monoxide detector, smoke alarms that are connected to the electrical supply and a five yearly electrical installation inspection certificate. While the Council already has procedures in place to ensure that it complies with these requirements, further monitoring systems are being put in place to ensure that records of compliance are readily available. Comprehensive inspections will be put in place to ensure council properties meet the 29 matters set out in the repair's standard before they are let, and records of this will be kept to demonstrate compliance.
21. All contract-holders in both private and social housing will have the right to withhold rent if they believe their property is not fit for human habitation. A streamlined procedure to assess and respond to complaints received about the condition of a council property will be put in place to address this. This should ensure that tenants receive the right advice, that rent arrears levels do not increase due to tenants withholding their rent and also that concerns about living conditions are addressed as quickly as possible.

Supported Accommodation

22. The Act changes the rights of individuals in supported accommodation. The Council operates a number of supported accommodation schemes which include the new hostel Ty Ephraim (formerly the YHA), Adams Court supported accommodation for single people and a number of family homelessness centres.
23. Residents of supported accommodation will have a licence to occupy for the first 6 months, as at present. After 6 months they will then be entitled to a supported accommodation standard contract which will give them more security of tenure. This includes an extended two-month notice period. It is possible to extend the period on a licence beyond 6 months in cases of poor behaviour or conduct of the contract-holder or any person who lives in the dwelling.
24. The Council will also take on a new role as specified in the legislation, to review whether other landlords of supported accommodation in Cardiff can extend the initial 6 months licence period. Arrangements are being put in place for this to be co-ordinated through the Council's Accommodation and Support Gateway.
25. The Act strengthens the ability of the landlords of supported accommodation to exclude any person (for up to 48 hours) who is causing significant anti-social behaviour. The Housing Service works collaboratively with a range of supported accommodation providers to ensure that individuals with complex needs are not evicted or excluded and will continue to do so under the new legislation.

Temporary Accommodation

26. Residents of temporary accommodation will normally sign a licence agreement rather than a contract. However, once they are awarded a full homelessness duty under section 75 of the Housing (Wales) Act, which obliges local authorities in Wales to secure accommodation for those in priority need, the Act will require a temporary accommodation standard contract to be put in place instead of a licence agreement.
27. The temporary accommodation standard contract gives residents more security of tenure. This includes an extended two-month notice period. However, the Welsh Government are currently reviewing this regulation as it may have unintended consequences on the availability of temporary accommodation in the future. However, in the meantime preparations are being made to comply with the Act in its current form.

Private Rented Sector

28. For the private rented sector, the Act lengthens the notice period that private landlords are required to give from 2 months to 6 months, in addition a landlord cannot serve a notice within the first 6 months of the occupation contract, unless the contract holder has breached their contract conditions. This effectively means that a contract-holder who does not breach their contract (e.g., through prohibited conduct or serious rent arrears) can live securely in a property for a minimum of 12 months. The repair standard and fitness for human habitation requirements outlined above also apply to privately rented properties.
29. While this change is very positive for private sector tenants, it does place additional obligations and restrictions on private sector landlords and there are concerns that this may result in landlords choosing to leave the rental market.
30. To acknowledge the impact on the private rented sector a number of measures have already been taken to provide support to landlords and contract-holders in readiness of these changes.

Further Support for Landlords – Leasing Schemes

31. As stated above there are concerns that landlords may want to leave the private rental market and sell their properties due to the introduction of the Act. Landlords may feel some of the flexibility that existed previously has been lost due to the changes and there are more obligations upon them.
32. There is currently high demand and a lack of supply of privately rented accommodation across the city, any further loss of such accommodation could impact on homelessness services. One way that the Council is seeking to support landlords is by offering to lease their properties and take over the often complex management issues related to renting a property.
33. The Council is operating the Welsh Government leasing scheme which allows the Council to lease up to 404 properties, while also allowing the landlord to benefit from a £5000 renovation grant to improve their property. All management is then undertaken by the Council in exchange for a lease of at least 5 years. The Housing Service will continue to develop initiatives to encourage private landlords to stay in the private rented market and offer their properties for use by homeless clients or others in housing need.

Response of Rent Smart Wales to the Act

34. Rent Smart Wales assists those who let or manage private rental properties in Wales to comply with their Housing (Wales) Act 2014 obligations and provides advice on renting out safe and adequate homes. The service also processes landlord registrations, grant licences and delivers informative and relevant training for those involved in the rental market, both online and in classroom venues across Wales.

APPENDIX A

35. Rent Smart Wales is actively working with Welsh Government in the delivery of the marketing campaign to ensure the private rented sector is well prepared for the introduction of the Renting Homes Act. This is supported by information on the Rent Smart Wales website.
36. Rent Smart Wales launched a standalone online Continuing Professional Development (CPD) training course in July 2022 to provide Private Landlords and agents with detailed information about the changes and how they will impact upon them. The course is free of charge, in addition classroom and virtual courses are being advertised and delivered. Rent Smart Wales Licensees are required to undertake training to obtain and renew their licences. Other courses are currently being reviewed and updated to reflect the significant changes this new law introduces. Work is ongoing to achieve this.
37. The work required to prepare Rent Smart Wales for the change is significant. This challenge is made more difficult as some of the changes will have an impact on what is in scope for Rent Smart Wales specific activities. As an example, owner occupier landlords in a property converted into flats will now fall within scope for registration and licensing. These types of cases were previously exempt. This will lead to additional workstreams and associated marketing and other work.

Response of Shared Regulatory Services to the Act

38. The Shared Regulatory Service for Cardiff, Bridgend, and Vale of Glamorgan is responsible for Housing Enforcement in the Private Rented Sector in Cardiff.
39. As noted above rent will not be payable for any period during which the property is not fit for human habitation. The Welsh Government have stated that there is no impact on local authorities, as tenants are empowered to take their own civil action through the courts where properties are not fit for human habitation. Further clarification is required from The Welsh Government before the impact of the changes to legislation regarding fitness for human habitation can be fully understood, and these will require close monitoring to determine any impact on Shared Regulatory Services.
40. It is pleasing to note that under the Act a private landlord will not be able to evict a contract holder solely on the basis that they have complained about the condition of the property (commonly known as a 'retaliatory eviction'). If a landlord applies to court for a possession order but it is refused on the grounds that it was a retaliatory eviction, the landlord cannot give a further 'no fault' notice until 6 months later.
41. The new provisions relating to retaliatory eviction and non-payment of rent are important safeguards for tenants which will sit well with local authority enforcement powers. Shared Regulatory Services will now be able to respond to complaints and use the full array of enforcement notices in the knowledge that contract holders are properly protected from any retaliation, and when contract holders withhold rent, this is done on

APPENDIX A

comprehensive legal evidence which does not complicate the enforcement process.

42. A draft plan has been developed to raise awareness of the new legislation and provide guidance to the residents of Cardiff. This ties in with the Welsh Government's national publicity campaign which involves social media activity, press releases, online advertising and working with landlords alongside Rent Smart Wales.

Equality Impact Assessment

43. The Welsh Government carried out an integrated impact assessment when the Act was introduced. It was identified that although the implementation of the Act will apply to all landlords, the greatest impact will be in the private rented sector, due to the increased minimum notice periods from two months to six months.
44. The findings of the equality impact assessment carried out by Welsh Government show that the implementation of the Act may either have a proportionately greater positive impact on people with certain protected characteristics or is neutral and not considered to have any differential impact.
45. An equality impact assessment has been carried out by the Council and the key findings highlight that there are no anticipated negative impacts on people with protected characteristics which will require further action. However, careful monitoring of services will take place to ensure this is the case. There is no impact anticipated from the addition of the additional terms to council contracts given that they are already included in current tenancy agreements.
46. All Welsh language policies will be followed, and contracts will be fully bilingual. All communication in relation to the changes will be fully accessible and available to tenants and other members of the public through the local hubs.

Consultation

47. There is no requirement to formally consult with contract-holders on the changes included in the Act.

Reason for Recommendations

48. To note the changes introduced in the Renting Homes (Wales) Act 2016 and the steps being taken to ensure that the Council is fully compliant with the change in law and that private landlords are supported.
49. To put arrangements in place for the change from tenancy agreements to occupation contracts for council tenants and to delegate responsibility for the finalisation and issuing of these contracts.

Financial Implications

50. This report sets out the requirements and implications of the Renting Homes (Wales) Act 2016 which will be effective from December 2022. This will bring in a number of changes principally around the introduction of tenancy contracts, increased notice periods for annual rent uplifts and other amendments including revised succession arrangements and additional measures for repairs responsibilities.
51. Whilst the report does not identify any additional financial implications, there are changes within the new legislation which could impact on costs and income streams including the potential for delays to reletting and a decrease in properties becoming available for let. These and other changes could also further impact pressures within homelessness. This will need to be closely monitored and reviewed as to any in-year impact and any additional requirements in terms of future budget setting.
52. The report identifies the potential for increased responsibilities and workstreams for the Rent Smart Wales function as a result of the changes. Any implications on future resource and funding requirements will also need to be considered in detail.
53. Additionally, it is considered that the new legislation could impact on the private rented sector due to increased obligations on landlords and implications in this regard will also need to be reviewed and clarified in the coming months.
54. Consideration is being given to the requirement to provide 2 months' notice to tenants of the annual rent uplift (previously 1 month). It is currently unclear how this will be achieved in terms of timescales and impact on existing governance arrangements. This would also be dependent on a timely decision from the Welsh Government (WG) on the rent uplift and the WG have recently informally consulted in this regard.

Legal Implications

55. The Renting Homes (Wales) Act 2016 makes provision about tenancies and licences, which confer the right to occupy a dwelling as a home, including provision establishing secure and standard contracts for the purpose of renting homes, and for connected purposes. The landlord must under a secure contract or standard contract ensure that the dwelling is fit for human habitation.
56. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. standing orders and financial regulations; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

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In considering this report, regard should be had to:

(a) Public sector duties under the Equality Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties, when making decisions, Councils must 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; and

(b) the Well Being of Future Generations (Wales) Act 2015. The Well-Being of Future Generations (Wales) Act 2015 ('the Act') is about improving the social, economic, environmental and cultural well-being of Wales. 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. In discharging their respective duties under the Act, each public body listed in the Act must set and published wellbeing objectives. These objectives will show how each public body will work to achieve the vision for Wales set out in the national wellbeing goals. When exercising its functions, Cabinet should consider how the proposed decision will contribute towards meeting the wellbeing objectives set by the Council and in so doing achieve the national wellbeing goals. 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 Cabinet must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, Cabinet 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

HR Implications

57. There are no HR implications for this report.

Property Implications

58. This report makes no specific property recommendations.

RECOMMENDATIONS

APPENDIX A

Cabinet is recommended to

1. Approve the proposed approach being taken to respond to the requirements of the Renting Homes (Wales) Act 2016 including the changes in the Council's rental agreements and procedures.
2. Delegate authority to the Director Adults, Housing and Communities, in consultation with the Cabinet Member for Housing & Communities and Director of Governance and Legal Services, to finalise the new contracts for council tenants and procedures to fully implement the changes introduced in the Renting Homes (Wales) Act 2016.

SENIOR RESPONSIBLE OFFICER	Jane Thomas, Director Adults Housing and Communities
	23/09/2022

The following Background Papers have been taken into account

- Welsh Government Guidance for Landlords
[Landlords: housing law is changing \(Renting Homes\) | GOV.WALES](#)
- Welsh Government Guidance for Tenants
[Tenants: housing law is changing \(Renting Homes\) | GOV.WALES](#)
- Welsh Government Model Contract
[Renting homes: model written statements | GOV.WALES](#)

APPENDIX B



**STRONGER
FAIRER
GREENER**



Renting Homes (Wales) Act 2016



**#GweithioDrosGaerdydd
#GweithioDrosochChi**

**#WorkingForCardiff
#WorkingForYou**

Background

The Renting Homes (Wales) Act 2016, will come into force on 1st December 2022.

- The Act intends to provide greater security of tenure and clarify individual rights and responsibilities.
- It applies to council, housing association, supported housing and privately rented properties.

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New terminology

- Local Authorities and Registered Social Landlords will be known as **‘Community Landlords’**.
- Tenants will become **‘contract-holders’**.



#GweithioDrosGaerdydd
#GweithioDrosochChi



#WorkingForCardiff
#WorkingForYou

Key Changes for Council Tenants

Occupation Contracts

- **New Occupation Contracts** will replace existing tenancy agreements.
- Proposed new contracts have been developed for tenants - contents of the new occupation contracts are largely prescribed by legislation.
- Landlords can insert additional terms only in certain limited circumstances - it is proposed to include additional terms already included in current tenancy agreement.
- Additions include requirements regarding **keeping pets, keeping gardens in good condition** and the **council's ability to recharge a tenant to make good damage from 'lack of care.'**
- The contracts will be used for properties that are let from 1st December 2022.
- A converted contract will be issued to **all existing tenants** on a phased basis after that date.
- Procedures are being developed to fully implement the changes.



Key Changes for Council Tenants



Changes to Joint Contracts

- A joint contract-holder (formerly known as joint-tenant) will now be able to leave a property without ending the contract entirely.
- These changes are intended to help where there is a breakdown in a relationship and one partner leaves the property.

Abandoned Council Properties



- The Council will be able to repossess an abandoned property without needing a court order, after carrying out proper investigations and serving a 4 week notice.

Enhanced Succession Rights

- Currently only one succession can take place in a council tenancy - under the new legislation, up to two successions will be allowed, subject to strict criteria. This can now include unpaid carers.
- While the enhanced succession rights will be good for some residents, this may reduce the number of family properties becoming available to let.
- Those who are under-occupying can be required to move – as is currently the case.

Key Changes for Council Tenants

Rent Increases



- The notice period for any rent increase will be extended from 1 month to 2 months.
- The annual rent setting process will have to be decided ahead of the normal budget process.
- The rent setting timeline will be even more challenging than at present.
- A new process and timeline has been prepared for the next rent increase cycle in 2023.

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New Repair Standard

- The Act introduces a new repair standard – with **29 matters** that must be considered when deciding if a property is fit for human habitation, including smoke alarms, electrical testing, damp and mould growth, lighting, noise, domestic hygiene, pests and refuse.
- **Contract-holders in private and social housing will have the right to withhold rent if they believe their property is not fit for human habitation.**



Key Changes

Supported Accommodation

- A licence will be issued, after 6 months a **supported standard occupation contract** will be given providing more security.
- The licence can be extended in cases of poor behaviour or conduct.
- The Council will need to review licence extensions for other landlords.
- Supported Standard contract-holders can be temporarily excluded for up to 48 hours for poor conduct.

Council Owned Temporary Accommodation

- Residents will sign a licence until a full homelessness duty is accepted and then a **standard occupation contract** will be issued.
- The standard occupation contract provides more security, including an extended two-month notice period.



Changes for Private Rented Sector

- The Act lengthens the **notice period that private landlords are required to give from 2 months to 6 months.**
- A landlord cannot serve a notice within the first 6 months, unless the contract has been breached.
- Protection will be in place to prevent retaliatory evictions.
- There are concerns that landlords may choose to leave the rental market.
- Free training courses are being provided, which are mandatory for all Rent Smart Wales Licensees to obtain and renew their licences.
- Training provides detailed information about the changes and impact for landlords – Classroom sessions are taking place across Wales and virtual sessions are also available.



Leasing Schemes

- We support landlords by offering to lease their properties and take over complex management issues.
- **The Council is operating the Welsh Government leasing scheme** - landlords receive a £5000 renovation grant to improve the property, in exchange for a lease of at least 5 years.
- We are continuing to develop other initiatives to encourage landlords to remain in the sector.



Supporting Tenants



TOGETHER
TENANTS

- **Tenants Factsheet & Frequently Asked Questions Leaflet** – to be distributed to all existing tenants.
- **The Tenants Conference** – Presentation delivered on the main changes and impacts on tenants.
- **New Occupation Contracts to be available in different formats/languages** - including Welsh, English, large print & braille.
- **Communicating changes through our Hubs** - fully accessible to members of the public & use of language line.
- **Welsh Government Marketing Materials** – sent to the Communications team to share on social media platforms.
- **Cardiff Housing Website** – Updated information for tenants on the new website available from December 2022.

TENANTS CONFERENCE

COME JOIN US FOR OUR
ANNUAL TENANTS CONFERENCE.



Conclusion

- This is a major change in legislation and steps are being taken to ensure that the Council is fully compliant with the changes in law.
- Support and training is being provided to private landlords - and schemes are in place to help them
- Legal advice is being taken on the new occupation contracts for council tenants – it is recommended that finalising these to be delegated to officers in consultation with Cabinet Member.



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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

17 OCTOBER 2022

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE WORK
PROGRAMME 2022/23**

Purpose of Report

1. The Council's Constitution (Scrutiny Procedure Rule 7) states that each Scrutiny Committee will set its own work programme. The Community & Adult Services Scrutiny Committee's terms of reference provide the Committee with the responsibility for the scrutiny of a number of specific service areas.
2. This report provides the Committee with the output from the Work Programming Forum, which took place on the 25 July 2022. The resulting list of items suggested at the forum has been populated into a calendar, attached at **Appendix 1**, for the Committee's consideration and approval.
3. Members attention is also drawn to the proposed Task & Finish Inquiries as detailed in **Appendix 2**, and **paragraph 13** of this report.

Background

4. Scrutiny plays an essential role in promoting accountability, efficiency and effectiveness in the Council's decision-making process and the way in which it delivers services. The main roles of the Scrutiny Committees are:

- Holding the Cabinet and officers as decision-makers to account.
 - Being a 'critical friend', through questioning how decisions have been made to provide a 'check and balance' to decision makers, adding legitimacy to the decision making process.
 - Undertaking reviews of Council services and policy.
 - Undertaking reviews to develop Council services and policies.
 - Amplifying the voice for citizens.
5. The Committee, at its induction meeting on 13 June 2022, agreed to the process of a Work Programming Forum to consider potential items for their consideration in 2022/23. With the Forum's proposals, being presented at a formal meeting of this Committee.
6. The Work Programme Forum took place on the 25 July 2022. At this meeting, Members considered 32 Items from the following sources:
- I. Committee Member Suggestions
 - II. The previous Committee's recommendations for future scrutiny (*Scrutiny Annual Report 2021/22*)
 - III. Executive Suggestions (*Cabinet Member & Directors*)
 - IV. Corporate documents - including Cabinet Forward Plan, Corporate Plan, Directorate Delivery Plans, Annual Well-being Plan, budgetary information, performance information, risk register and audit reports
 - V. Relevant partnership workstreams:
 - PSB
 - Community Safety Partnership
 - RPB
 - Cardiff & Vale Safeguarding Board
 - VI. Audit, Inspectorate and Regulatory reports
 - VII. Relevant public consultation responses, such as Ask Cardiff and Cardiff Research Centre consultations.
 - VIII. Forthcoming work from Welsh Government (*Programme for Government 2021-2026*)

7. At this meeting, Committee Members present also discussed that, to aid in focussing the agendas more effectively and maximising the impact of the scrutiny:

- Committee meetings would remain mindful of Wales Audit Office advice for scrutiny committees to achieve formal committee meetings within reasonable timeframes, whilst maintaining robust and appropriate levels of scrutiny across the terms of reference. Ensuring agendas are of a manageable size and that work occurs outside committee meetings. On average, this equates to agendas of formal meetings, consisting of no more than two substantial item, with a third smaller item if required.
- Items considered by the Committee will be based on issues that impact on Cardiff citizens and, enhance the work of the Council in delivering services to Cardiff citizens.
- Items will be prioritised to ensure quality over quantity, remaining mindful of achievability, deliverability and impact.
- In line with the Local Government and Election (Wales) Act, seek to increase input from the public, stakeholders, service providers and service users where appropriate and viable.
- The work programme will demonstrate flexibility to reflect changing priorities and provide space for emerging items over the year.

8. The resultant list of items from the Work Programme Forum, has been inputted into a Work Programme Calendar attached at **Appendix 1**. Members are requested at this meeting to consider the items for final approval.

9. Members are to note, in the interest of better public engagement, the Committee's Forward Plan will be published on the Council website. It will be refreshed on a quarterly basis and look ahead a minimum of 4 months.

Issues

10. The key areas for Committee consideration during their 2022/23 Work Programme, that were agreed by the Members present at the forum are:
- Cost of Living Crisis – Access to Council Support
 - Cardiff Council's Framework for Addressing Instances of ASB
 - Access to Adult Social Care Services for Cardiff's Ethnic Minority
 - Access to Community Mental Health Services
11. The exact focus and objective of each key area will be discussed and agreed by Committee Members during the course of the year to ensure the work is both effective and relevant, and to also ascertain potential contributors.
12. The following sets out the full list of Items to be considered at formal Committee Meetings (as set out in **Appendix 1**).

Items to be considered at Formal Committee Meetings:

Pre-decision Scrutiny

- 2023/24 Corporate Plan
- 2023/24 Budget Proposals
- Consultation Response to the WG HIV Action Plan
- Local Authority Social Services Annual Report 2021-22
- Market Stability Report
- Implementation of the Renting Homes (Wales) Act 2016.
- Unpaid Carers Charter
- Learning Disabilities Delivery Plan
- Proposals for a new Housing Partnership
- Rapid Rehousing Transition Plan
- Direct Payments Review
- Overcladding – Nelson House / Loudoun House
- Energy Efficiency Retrofit Cladding Scheme

- Rent Increase proposals
- Review of Care Home Market
- HRA Business Plan 2023/24
- Revised Regional Violence Against Women, Domestic Abuse and Sexual Violence Strategy

Performance Monitoring

- 2022/23 Performance Reports

Deep dives

- Cardiff Council's Framework for Addressing Instances of ASB
- Access to Community Mental Health Services

Inquiry/ Task & Finish Investigation

13. The following provides a summary of items proposed as Task & Finish inquiries following the Committee's Work Programme Forum:

Cost of Living Crisis - Access to Council Support (Oct – Dec 2022)

On Wednesday 5 October, Inquiry Members for the Cost-of-Living Task & Finish Inquiry held a scoping meeting. At that meeting, Inquiry Members agreed Cllr Margaret Lewis would be Chair of the inquiry, along with the scoping document attached at **Appendix 2**.

Access to Cardiff's Adult Social Care Services for Ethnic Minorities (proposed to commence Spring 2023).

Members are advised the following provides initial direction on the scope of the Access to Cardiff's Adult Social Care Services for Ethnic Minorities inquiry as based on the discussions held at the Work Programme Forum.

The inquiry will consider how individuals from an ethnic minority access the Council's Adult Social Care Services. From the initial discussion held during the Committee's work programme forum, this inquiry will:

- Explore the current uptake and access to adult social care services for ethnic minority individuals.
- Identifying current practices and processes for enabling access by minority ethnic communities in Cardiff, considering what is currently working well and where improvement may be required.
- Understand the potential barriers facing minority ethnic communities accessing these services in Cardiff and how it can be addressed.
- Assess how the service area are ensuring services are appropriate and meet diversity needs.
- Receive an update on recommendations made in this Committee's 2013, '*The Provision of Adult Social Care Services to Minority Communities in Cardiff*', Inquiry Report.

It is proposed this Inquiry will begin in Spring 2023, with the opportunity for further scoping and refining prior to it commencing.

Legal Implications

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

having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

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

RECOMMENDATIONS

The Committee is recommended to consider and agree:

- a) The full list of Items as set out in this report;
- b) Any further suggestions to be considered by the Committee during 2022/23;
- c) The draft timetable of issues for the Committee as set out in **Appendix 1**;
- d) Inquiry/Task & finish topics as proposed in **paragraph 13 & Appendix 2** of this report.

DAVINA FIORE

Director of Governance & Legal Services

11 October 2022

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Appendix 1 - CASSC 2022/23 INDICATIVE WORK PROGRAMME

	September	October	November	December	January	February	March	April	May	June	July	Colour key:	Pre-decision	Policy Review / Development	Monitoring	Briefing	Item agreed at WP Forum	
Committee Item 1	HIV Action Plan Consultation Response	LASSAR 2021/22 & Market Stability Report	2022/23 Quarter 1 & Quarter 2 Performance - Adult Social Services & People & Communities	Rent Setting Proposals	Review of Care Home Market	Corporate Plan	HRA Business Plan 2023/24	Cardiff Councils Framework for Addressing instances of ASB - deep dive	Access to Community Mental Health Services - deep dive	2022/23 Quarter 4 Performance - Adult Social Services & People & Communities								
Committee Item 2	C2H Task & Finish Recommendations Update	Unpaid Carers Charter	Council House New Build Programme - Develop a second housing partnership	Overcladding Nelson & Loudon House	Rapid Rehousing Transition Plan	Budget	Revised Regional Violence Against Women, Domestic Abuse and Sexual Violence Strategy											
Committee Item 3		Implementation of the Renting Homes (Wales) Act 2016.		Direct Payments Review	Learning Disabilities Deivery Plan													
				Energy Efficiency Retrofit Cladding														
Committee Business Items -	CASSC Work Programme 2022/23 & Correspondance		Correspondance & CASSC Forward Work Programme (FWP)		Correspondance & FWP		Correspondance & FWP		Correspondance & FWP		Correspondance & FWP							
Task & Finish Inquiry	Cost of Living Crisis - Access to Council Support									Access to Adult Social Care Services for Ethnic Minority								
Briefs/Reports/ Updates outside of Committee	Month 6 - Budget Monitoring Report. Capturing areas relevant to this Committee.				Month 9 - Budget Monitoring Report. Capturing areas relevant to this Committee.													

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COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE TASK & FINISH INQUIRY SCOPING EXERCISE

PROPOSED TOPIC: Cardiff Council's Support to Residents During the Cost-of-Living Crisis				
PROPOSED TYPE OF SCRUTINY INVESTIGATION: Task & Finish Inquiry				
Proposed Terms of Reference	<p>To assist the Council in its response to the cost-of-living crisis, this Inquiry will:</p> <ul style="list-style-type: none"> ○ Review issue-related Council services and proposed action on offer to Cardiff residents. ○ Examine the scope, remit, demand, capacity and join up of services on offer. ○ Assess, in consultation with key stakeholders, community awareness of services and schemes available. 			
Task & Finish Recommended.	Yes			
Number of meetings required				
Meeting 1 October 2022	<p>Scoping</p> <p>Inquiry Members to agree Inquiry Chair, the terms of reference for the inquiry, the meetings required, and the invited witnesses.</p>			
Meeting 2 October 2022	<p>Setting the context</p> <p>In advance of this meeting a briefing paper is to be circulate to Inquiry Members. Briefing paper to include:</p> <ul style="list-style-type: none"> • Overview of the services on offer – e.g., what services do / the support they offer, if there is eligibility criteria to access services / support. To also include capacity information e.g., how many staff support these services, and, if this data is collected - how many members of the public have used these services since Oct 2021. • An overview of a typical 'pathway' for an individual seeking support / advice. E.g., what happens after an individual contacts an initial service, is there then an application process, how long does it then take to receive support / advice. Are there ever instances when an individual cannot be supported (e.g., do not meet eligibility / 			
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	<p>financial threshold etc. – what happens then).</p> <ul style="list-style-type: none">• Overview on how services are joined-up.• Overview on how services engage with third sector.• Welsh Government Cost of Living Discretionary Support Scheme<ul style="list-style-type: none">o How much did Cardiff Council receive in the scheme?o How has the Council determined use of scheme? I.e., will the support take the form of payment, extension of services (e.g., meals on wheels)?o Is their eligibility criteria to access the scheme?o How quickly do individuals receive the support from when they apply?• How are individuals made aware of Council services /grants available?• How easy are the services to access e.g., does the Council support all cohorts of the community (such as those on benefits and 'middle income' groups)• What measures are in place to reach typically hard to reach cohorts – e.g., older people, ethnic minority.• Any other information the executive feels is relevant / required to set the scene. <p>This meeting will be an opportunity for Inquiry Members to explore from the briefing note:</p> <p><u>Council Services on Offer</u></p> <ul style="list-style-type: none">- Their scope- Remit- Demand- Capacity- Any known limitations for the services- Alignment (both internally and external services) – are individuals 'sign posted' or is there clear alignment / shared data base between all services?- Decision making process regarding the above matters.
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	<p><u>Eligibility</u></p> <ul style="list-style-type: none"> - What happens if an individual is not able to access services e.g., due to financial threshold? <p><u>Community Awareness</u></p> <ul style="list-style-type: none"> - Explore how the Council is ensuring sufficient public awareness of services available. - Assess how the Council is ensuring awareness within typically hard to reach groups. <p><u>Likely witnesses in attendance to answer Inquiry Members questions:</u></p> <p>Cllr Peter Bradbury Cllr Lynda Thorne Helen Evans Other relevant witnesses' to be determined by the service area</p>
<p>Meeting 3 Nov 2022</p>	<p>Public Demand, Awareness & Access - External Evidence</p> <p>Inquiry Members to hold a roundtable discussion with externals to receive evidence on public demand, awareness of services and their engagement with the Council.</p> <p><u>Possible witnesses':</u></p> <p>Welsh Government Representation Housing Association Representation Credit Union Representation to provide budgeting advice (to be scoped by scrutiny officers) Disability Wales (or other relevant disability charity) Race Equality First Women's Aid (or other relevant women organisation) Trussell Trust – Cardiff Citizen Advice – Cardiff & Vale Riverside Advice</p>

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	<p>The Speakeasy Law Centre Diverse Cymru Age Cymru – Cardiff & Vale Gypsies and Travellers Wales</p> <p>Inquiry Members to explore each representatives view on:</p> <ul style="list-style-type: none"> - Public demand for support on this matter - Level of awareness of services and suggestions for improvements - Their (or the cohort they represent) engagement with Council services.
<p>Meeting 4 November 2022</p>	<p>Observe Services and Meet Frontline Staff and Clients</p> <p>Inquiry Members to observe support services in action, hold informal talks with clients and then have an informal meeting with frontline staff. Within the meeting with frontline staff, the following could be explored:</p> <ul style="list-style-type: none"> o Has demand increased o Is there capacity in the team o Are there any barriers in providing support.
<p>Meeting 5 November 2022</p>	<p>Sum Up Meeting</p> <p>Inquiry Members to meet to consider all information received during inquiry and agree way forward for report (including recommendations).</p>

Proposed Reporting Arrangements

- Investigation to be undertaken by November/December 2022
- Report to be considered by the Scrutiny Committee – December 2022 / Jan 2023
- Report from Scrutiny to Cabinet – January/February 2023

Potential Outputs/Outcomes from this investigation

To produce a report that:

Uses the evidence gathered to make recommendations to the Cabinet to inform future policy and service development that support Cardiff residents amidst the cost-of-living crisis.

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