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AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	MONDAY, 14 NOVEMBER 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 A New Housing Development Partnership - to follow

2.35 pm

Pre-decision Scrutiny

Appendix B to this report is not for publication as it contains exempt information of the description contained in paragraph 14 and 16 of Part 4 and paragraph 21 of Part 5 of Schedule 12A to the Local Government Act 1972

4 Adult Services & Housing & Communities Q2 Performance 2022/23 (Pages 5 - 134)

3.15 pm

Performance Monitoring

5 Direct Payments Review - Briefing (Pages 135 - 152)

3.40 pm

Committee Briefing

- 6 **Community & Adult Services Scrutiny Committee Work Programme 2022/23** (*Pages 153 - 158*) 4.10 pm
- Committee Business
- 7 **Urgent Items (if any)**
- 8 **Way Forward** 4.15 pm
- 9 **Date of next meeting**
- Monday 12 December 2022 at 2.30pm

Davina Fiore

Director Governance & Legal Services

Date: Tuesday, 8 November 2022

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

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**ADULTS, HOUSING & COMMUNITIES QUARTER ONE & TWO 2022/23
PERFORMANCE REPORT**

Purpose of the Report

1. To present the Adult Social Services and Housing & Communities Performance Reports for the period Quarter 1 & 2 (*April - September 2022*).
2. Information relating to performance for **Adult Social Services** is attached at **Appendix A & B**; and information relating to performance for **Housing & Communities** is attached at **Appendix C and D**.
3. Committee Members are to note that following this Committee's request for performance reporting to be presented through a more visual, dashboard approach each service area has provided:
 - a dashboard of their performance on the corporate KPIs that are detailed in the Directorate Delivery Plan (**Appendix A** for Adult Social Services and **Appendix C** for Housing & Communities)
 - a narrative based update on performance across all the steps detailed in the Directorate Delivery Plans (**Appendix B** for Adult Services and **Appendix D** for Housing & Communities).

Scope of Scrutiny

4. This item will begin with Cabinet Members being offered the opportunity to provide a brief opening statement (should they wish). Following any opening statements provided by the Cabinet Members, the Committee will then have the opportunity to explore with the Cabinet Members and officers the performance of services for either Adult Services, or Housing & Communities.
5. Scrutiny of performance provides the opportunity to challenge and explore past and current performance levels, and through this, drive service improvement. In addition, it also helps the Council to reprioritise efforts to secure the delivery of the Council's priorities and targets.
6. During this scrutiny, Members will have the opportunity to:
 - Explore past performance levels.
 - Assess why targets may not have been achieved, or over-achieved.
 - Investigate any concerns.
7. Following Scrutiny Members' review of performance levels, they will decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

Background – The Council's Performance Management Framework

8. The Council's Performance Management Framework includes the production of quarterly Performance Reports, designed to provide an overview of directorate performance.
9. The Council's Corporate Plan sets out how the administration's priorities for Cardiff will be achieved. The Council has four key high-level **priorities** that form the basis for the Corporate Plan 2022-25:
 - **Working for Cardiff**
 - **Working for Wales**
 - **Working for the Future**
 - **Working for Public Services**

10. Each of the priorities are aligned to Well-being Objectives (as required by the Future Generations Act).

11. The 7 Well-being Objectives that support the 4 priorities are:

- Cardiff is a great place to grow up (aligned to the priority **Working for Cardiff**)
- Cardiff is a great place to grow older (aligned to the priority **Working for Cardiff**)
- Supporting people out of poverty (aligned to the priority **Working for Cardiff**)
- Safe, confident, and empowered communities (aligned to the priority **Working for Cardiff**)
- A capital city that works for Wales (aligned to the priority **Working for Wales**)
- Cardiff's population growth is managed in a resilient way (aligned to the priority **Working for the Future**)
- Modernising and integrating our public services (aligned to the priority **Working for Public Services**)

12. For each Well-being Objective, a number of high level “steps” and Key Performance Indicators (KPIs) have been identified to measure progress.

13. The information provided in the Performance Reports attached to this report, are in line with the service areas relevant Key Performance Indicators, and Steps, as detailed in the Council's Corporate Plan and Directorate Delivery Plans.

Previous Scrutiny on Performance Reports

14. During this, and the previous Committee's consideration of Performance Reports concerns raised by the Committee included:

Adult Services

- Assurance that the quality of care provided to service users would be upheld regardless of challenges the services' faced.
- Capacity issues being adequately addressed through the proposed measures.
- Concern regarding measures in place to ensure staff retention, particularly in the care sector.
- The notable, and continued level of sickness rates and staff vacancies.
- Need to ensure increase take-up of safeguarding related training modules to ensure corporate safeguarding issues do not arise.
- Concern around the national suspension of data relating to delayed transfer of care. In response, Members were informed the reporting of delayed transfers of care needs to be improved to better inform why delay has occurred and a new mechanism is currently being trialled.

Housing & Communities

- Assurance that the target to build 1,000 new council homes by December 2022 would be met.
- Availability of temporary, and private rented sector housing.
- How the Council is ensuring the older population, particularly pensioners, are being targeted to ensure they have the knowledge and access to financial support services
- For management of void properties - how the in-house team is being expanded with particular reference to the avenue of utilising apprenticeships.
- The previous Committee felt a significant amount of the targets within the P&C report were static, with little movement from previous years.

15. For ease of reference the letter sent following the July 2022 scrutiny of the performance report can be found on the Community & Adult Services webpage on the Council website, or by clicking [here](#).

Legal Implications

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

Financial Implications

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

RECOMMENDATION

The Committee is recommended to:

- I. Consider the contents of the report, appendices and information provided at the meeting and report any comments, observations and recommendations to the Cabinet.

DAVINA FIORE

Director of Governance and Legal Services

8 Nov 2022

APPENDIX A

ADULT SERVICES
PERFORMANCE REPORT
QUARTER 2 2022-23



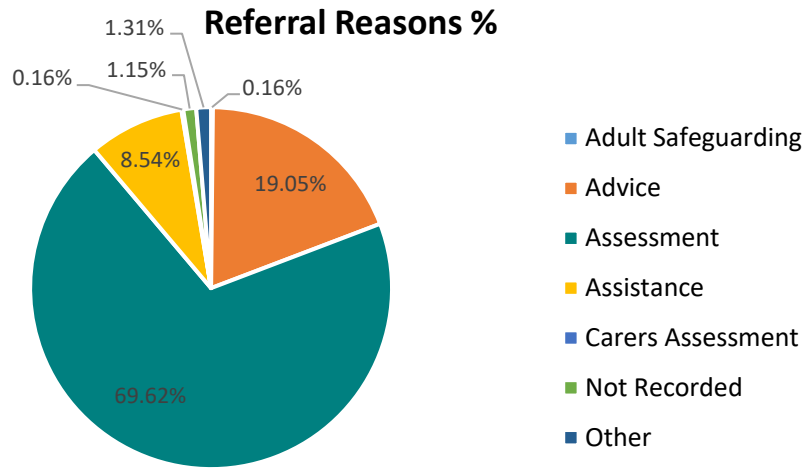
#GweithioDrosGaerdydd
#GweithioDrosochChi

#WorkingForCardiff
#WorkingForYou

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Section 1 - Information, Advice and Assistance

IIA & Prevention	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
Number incoming of calls to First Point of Contact	No Target	No Target	4244	3941
KPI - The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services	n/a	75%	65%	66%
The result in 2022/23 is lower than in previous years as the way that the FPOC Community Contact Team and FPOC Social Work Team manage the assessment process has changed, as a result – the figures are not directly comparable.				
KPI - The percentage of clients who felt able to live independently in their homes following support from Independent Living Services	95%	95%	92%	100%
% Adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	91.6%	All Wales Average 65% Cardiff Average since 2017 is 86%	88.9%	88.8%

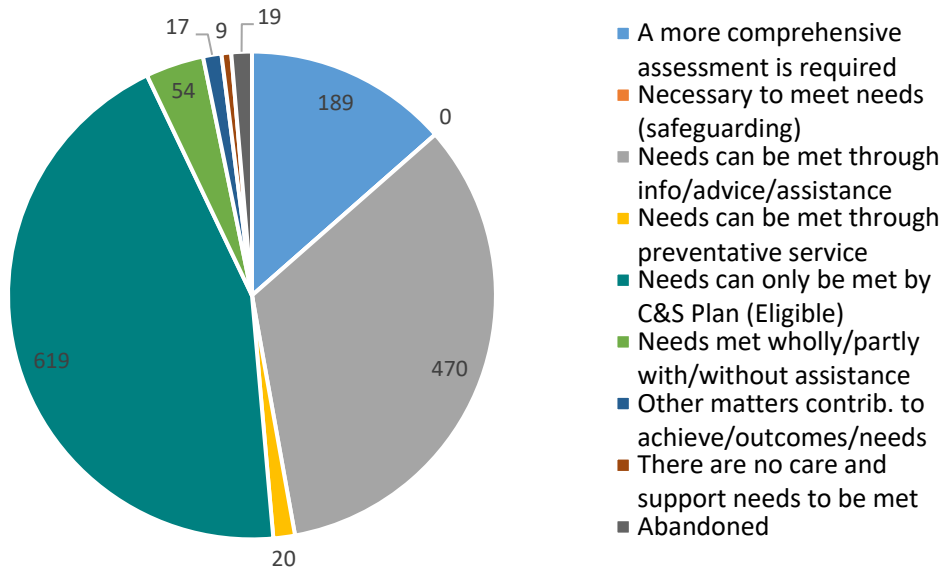


The majority of referrals made continue to be for a wellbeing assessment, rather than preventative advice/ assistance, highlighting the continuing complexities of citizens approaching the service for support.

Section 2 - Assessments, Reviews & Care Plans – All Teams

Assessment	2021/22	2021/22	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Number of Well-being Assessments – Full Assessments completed	587	2302	667	650
Number of Well-being Assessments - Proportionate Assessments completed	983	2895	661	747

Well-being Assessment Outcomes



The Teams working in Older People and Physical Impairment services are facing high demand for social work assessment. Social Work colleagues have indicated themes that are impacting the number of requests for support.

The number of people waiting for clinical care and support has increased as the NHS works through its own waiting lists. Those individuals have higher needs or become frailer because they have not had treatments in a timely way. That will impact on citizens and their unpaid carers who may not be able to continue to support. Social workers are supporting unpaid carers with respite and care services and there has been an increase in support where carers cannot continue without help.

Legislative changes around the Mental Capacity Act 2005 and its implications for social work practice have extended the legal requirements for social workers.

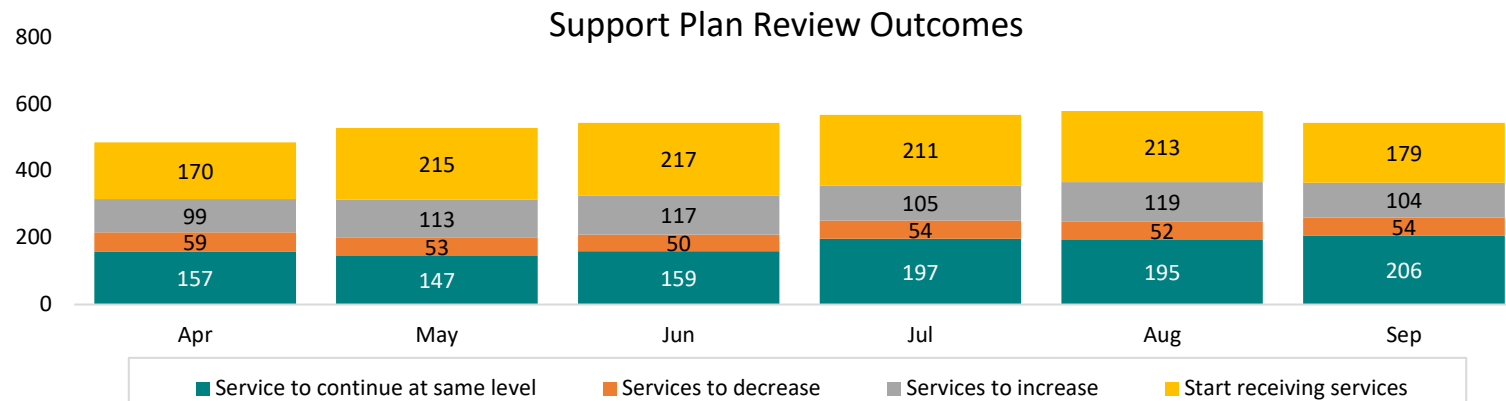
Mental capacity and best interests’ decision making is complicated and due process must be followed. There is a further administrative burden and Court of Protection cases are protracted needing a high level of social work input. These are more frequent as the social work teams ensure that the Council meets all its obligations.

As noted, unpaid carers are increasingly coming to the Council for formal support, many having not had a holiday through the pandemic. That increases the demands for respite placements and social workers which may mean a complete reassessment of the citizen and their unpaid carer.

Carers	2021/22	2021/22	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Number of Well-being Carers Assessments completed	124	538	126	167
SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year	20.40%	47.6%	26.5%	33.6%

Unpaid carers across all teams in Adult Services are formally asked if they wish to have an assessment from the in-house Carers team. Results this quarter has confirmed that the team are not recording the offer as well as they should. Work is being completed to make the field mandatory in Care First to ensure that formal offers are monitored and recorded correctly.

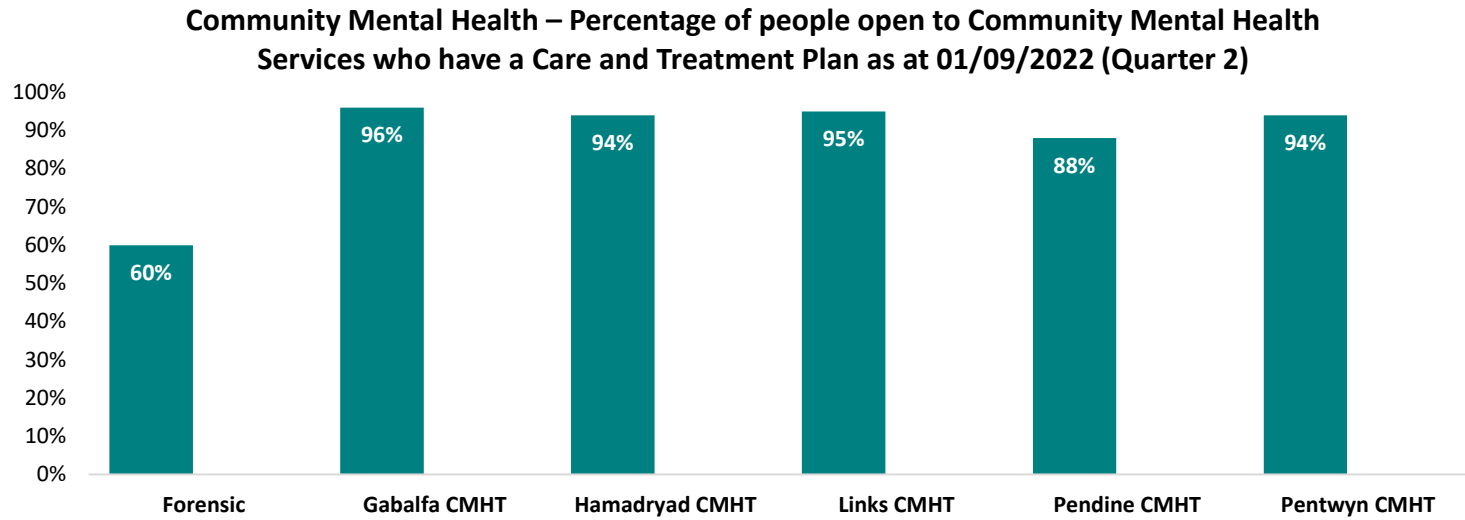
ADULT SERVICES 2022-23



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Reviews & Care Plans	2021/22	2021/22	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Number of Care & Support Plan reviews completed	742	2672	661	584
Number of Overdue Pending Reviews as at the end of Quarter	1887	1681	1685	1802
Caseload - Number of open cases	6034	6034	5955	5962
Community Mental Health	2021/22	2021/22	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Community Mental Health – Number of people open to Community Mental Health Services who have a Care and Treatment Plan	2618	2593	2612	2569

Community Mental Health – Percentage of people open to Community Mental Health Services who have a Care and Treatment Plan	93%	94%	91%	91%
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Section 3 - Reablement

Reablement	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
KPI - The number of people who accessed the Community Resource Team (CRT)	1634	Full Year Target	439	336
		2,000		
		Q2 Target		
		500		
KPI - The total hours of support provided by the Community Resource Team	39,744	Full Year Target	10,072	10,329
		50,000		
		Q2 Target		
		12,500		
The CRT target has not been met as the team has been unable to recruit home carers into the service for a number of months which has resulted in a number of vacancies, this reducing the care capacity in both service user numbers and hours provided. The grade of the care post has now been reviewed and increased and is anticipated this will improve recruitment to the role.				
SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention	53.5%	No Target	46.12%	49.78%
Number of Community Resource Team (CRT) assessments undertaken following a referral	433	No Target	414	357
Percentage of CRT Home Care Assessments where outcome - Appropriate for CRT	69%	No Target	59%	72.8%
CRT Discharges by outcome – Aim Achieved	38%	No Target	30%	46.12%

Outcome of CRT assessments undertaken following a referral Q2

Assessments	Jul-22		Aug-22		Sept-22	
	Step Down	Step Up	Step Down	Step Up	Step Down	Step Up
Home Care Delivered	84	15	77	23	63	21
Admitted to Hospital	0	1	0	0	1	0
Deceased	0	0	0	0	0	0
Decline Further Service	1	4	2	0	1	1
Discharge Cancelled	21	0	4	1	5	0
Not Appropriate for CRT	1	0	1	0	0	0
Therapies Only	10	1	9	2	2	4
Total	117	21	93	26	72	26

There is continuing high number of scheduled discharges cancelled prior to the assessment taking place. This is reflective of the changing needs of the patients who are becoming medically unfit for discharge before the assessment can take place.

Those that result in therapies only or not appropriate are reviewed weekly and discussed with the triaging MDT to ensure all is discussed and considered prior to utilising a CRT assessment.

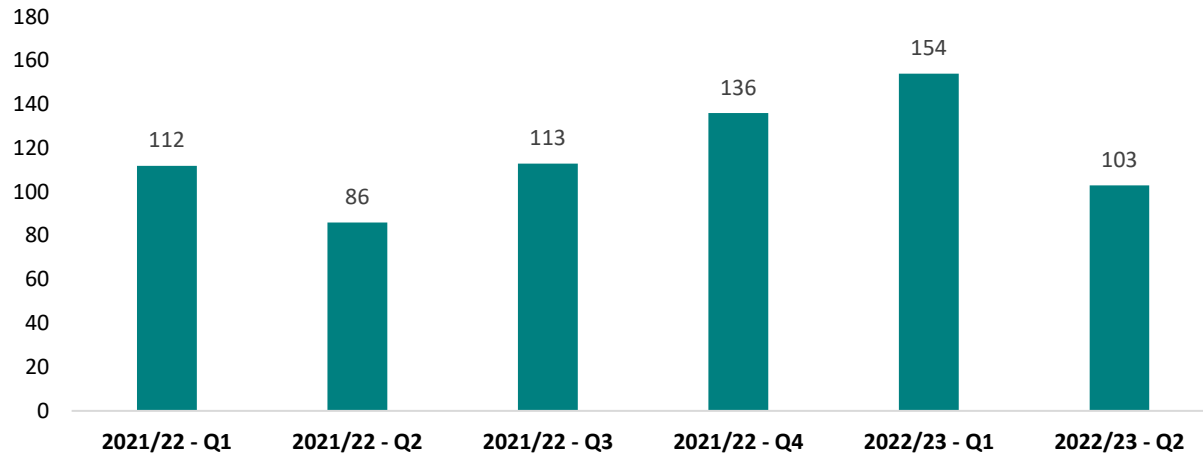
CRT Discharge Outcomes

	Apr	May	Jun	Jul	Aug	Sep
% Cases resulting in No long-term Care	47%	40%	51%	59%	46%	43%
% Cases resulting in long-term Care	52%	60%	49%	41%	54%	57%

As a reablement service it is expected that around 80% of the service users will leave the service with no ongoing care needs. Currently, due to the complex needs of the patients discharged into the service a high percentage are moving into long term care. The admissions criteria for the service is under review to ensure the right people are receiving the right type of care at the right time and this should result in an improvement in this performance outcome over time.

Disabled Facilities	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
KPI - The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	136	185	154	103

Average calendar days to deliver a DFG



Section 4 - Hospital Discharge

Hospital Discharge	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
KPI - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	No Result	National Data collection suspension	Data Collection Suspended	Data Collection Suspended
Currently there is no date for resumption of the monitoring of this indicator				

Section 5 – Care Provision

Care Provision	2021/22	2022/23	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Residential Care Home - New Contracts Agreed	86	371	63	76
Nursing Care Home - New Contracts Agreed	61	268	73	72
Over 75's new to Residential Care	40	134	27	35
KPI - The number of people in residential care aged 65 or over per 10,000 population	67.6	63.2	65.7	69.2
SSWB22 Average age of adults entering residential care homes	85	88	79	83
SSWB21 Average length of time (days) adults aged 65 or over are supported in residential care homes	896	956	955	885
Average Number of days between Referral and Start of Package	14	17	21	14
Longest time between Referral and Start of Package (in days)	81	148	251	61
SCAL25a Total number of children and adults in need of care and support using the Direct Payments scheme	878	825	797	815

Section 6 – Quality, Complaints and Compliments

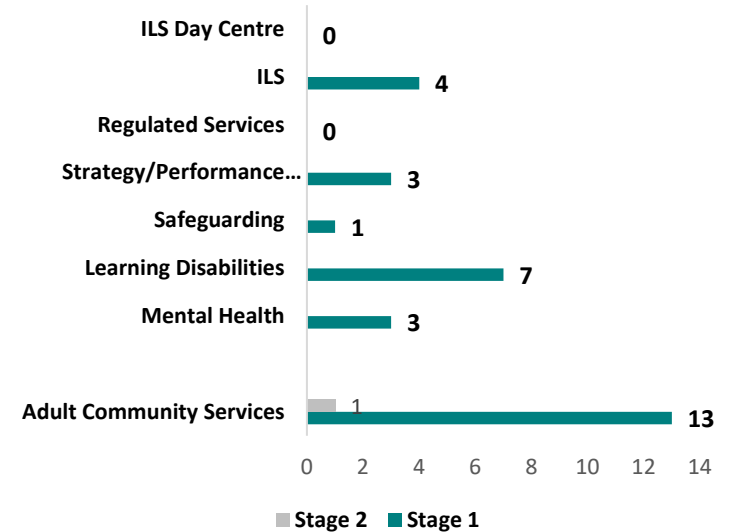
Quality, Complaints & Compliments

Domiciliary		Residential/Nursing Care Homes	
Quality Assurance	0	Quality Assurance	0
Provider Performance Meetings	2	Provider Performance Meeting	1
Joint Interagency Monitoring	1	Joint Interagency Monitoring	0
Panel	0	Panel	0
Closure Procedure (HOSG)		Closure Procedure (HOSG)	

Summary of Q2 Escalating Concern Meetings

Service Area	2021/22		Q1		Q2	
	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2
	Adult Community Services	54		11	1	13
Mental Health	10		4		3	
Learning Disabilities	22	1	5		7	
Safeguarding	12		1		1	
Strategy/Performance /Resource/Finance	5		1		3	
Regulated Services	3		0		0	
ILS	5		1		4	
Corporate Complaints	1		0		0	

AS Compliments Q2



There were 13 compliments recorded in Q2

Section 7 - Safeguarding

Safeguarding	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
KPI - SSWB18 Percentage of adult protection enquiries completed within 7 days	99.1%	99%	98.3%	88.4%
Number of contacts received	423	No Target	343	311
The volume of referrals into the service has remained stable but increased complexity of cases reported is making for more difficult enquiries. Through Q1 & Q2 the service was impacted by annual leave, recruitment activities and the induction of new staff into the service.				
RES15 % of council staff completing Safeguarding Awareness training	78%	85%	88%	79.7%

Section 8 – Community Support

Community Support	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
KPI - The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team	N/A	85%	73%	88%
KPI - % of council staff completing Dementia Friends Training	42.2%	85%	46.6%	50.3%
There has been an increase in council staff completing training, but the figure is affected by the number of people who have received the training but then left the Council as this brings the % down.				
KPI - The number of businesses pledging their commitment to work towards becoming Dementia Friendly	16	40	4	4
The Dementia Friendly Business Volunteer scheme launched at the end of September. The first volunteers are due to be trained imminently. Volunteers will be focused on the Llanrumney area initially as the area will shortly be involved in a community Dementia listening engagement exercise in relation to the All Wales Dementia Pathway of Standards.				
KPI - The Number of digital Dementia Friendly City events held (cumulative)	1035	600	525	637

Section 9 - Workforce

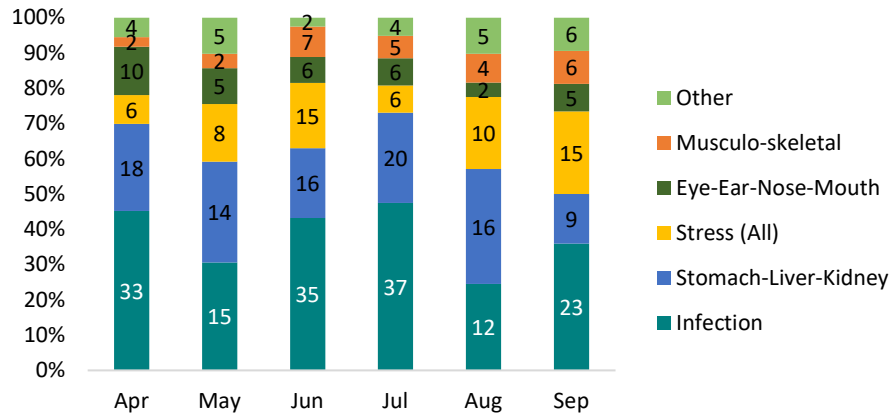
Workforce	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales	2566	Increase on Previous Year	2616	2655
Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales	225	No Target	222	219
Number of social work vacancies out of total FTE of 137.4) *Social Worker only, not including SW Assistants and Managers	17.4	No Target	14.42	16.42

Social Worker Vacancies Breakdown

Service	Grade 7		Grade 8		Total	
Older Persons / Physical Disabilities Services	33.8 (7 vacancies)	20.7%	18.08 (4.23 vacancies)	23.4 %	51.8 (11.23 vacancies)	21.6 %
Learning Disability	19.77 (1.58 vacancies)	7.9%	6.99 (0.61 vacancies)	8.7%	26.76 (2.19 vacancies)	8.2%
Mental Health (including MHSOP and EDT)	16.92 (2 vacancies)	11.28 %	31.65 (1 vacancies)	3.16 %	48.57 (3 vacancies)	6.18 %
Total	70.49 (10.58 vacancies)	15.01 %	56.72.18(5.84 vacancies)	10.3 %	127.21 (16.42 vacancies)	12.91 %

Sickness

5 Highest Sickness Reasons



1	Infection (72)
2	Stomach, Liver, Kidney (45)
3	Stress (31)
4	Musculo-skeletal (15) & Other (15)
5	Ear-Eye-Nose-Mouth (13)

3 Return to Work Interviews were not completed in Q2
 98.34% of Return to Works were completed in Q2

The indicative number per sickness per full time employee (FTE) is 21.42

Q2 Saw another decrease in the total level of sickness compared to the last 2 quarters. The sickness reason "Other" has made the top 5 reasons this quarter.

APPENDIX B



**STRONGER
FAIRER
GREENER**



Adult Services & Independent Living

Q2 DDP Performance Report

CASSC

November 2022



#GweithioDrosGaerdydd
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#WorkingForCardiff
#WorkingForYou

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment	Update
<p data-bbox="71 611 122 771">Page 30</p> <p data-bbox="71 396 937 492">Prevent social isolation through supporting older people to stay active and connected by:</p> <ul data-bbox="71 564 968 1192" style="list-style-type: none"><li data-bbox="71 564 968 763">• Increasing the availability of age-friendly virtual and face-to-face activities through a hybrid model of community engagement, and promoting these widely by June 2022;<li data-bbox="71 835 968 921">• Offering age-friendly digital inclusion support tailored to individual need by August 2022;<li data-bbox="71 992 968 1192">• Assisting community groups to deliver activities for older people by promoting the help available through our community inclusion team and well-being mentors by June 2022;	<ul data-bbox="1019 396 2458 1242" style="list-style-type: none"><li data-bbox="1019 396 2458 692">• Initial consultation has taken place with the new Carers Impact Group who have provided valuable insight into age specific activity provision within the Hubs. Qualitative feedback has concluded that group activities are not always appropriate or attractive to some older people. The Team are now widening the approach to meet individual needs i.e. activities should not always be group based and should include elements such as crosswords, cards, chess etc.<li data-bbox="1019 699 2458 835">• Digital and paper surveys to gain more insight in Age Friendly consideration of current provision have been drafted and will be shared with partners & stakeholders throughout the city.<li data-bbox="1019 849 2458 1142">• A specific digital training timetable has been created for older people, with a focus on delivering courses in the North of the city. The Tablet Gifting Scheme continues to be accessed by citizens across the city. The additional provision complements the digital surgeries timetable where individuals can access drop in provision. Engagement targets set as part of the Community Renewal Fund Project were exceeded.<li data-bbox="1019 1156 2458 1242">• The Digital Support Team are supporting departments such as ILS to implement new digital apps – delivering one to one / group training for Carers.

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment	Update
<p>Prevent social isolation through supporting older people to stay active and connected by:</p> <ul style="list-style-type: none">Encouraging volunteering to support older people and carers through a dedicated volunteer co-ordinator by March 2023;	<ul style="list-style-type: none">The Dementia Friendly Volunteer Programme was launched on World Alzheimer’s Day, 21st September. The scheme is the latest initiative from Dementia Friendly Cardiff and supports Welsh Government’s commitment to building Dementia Friendly Communities across Wales. The volunteer program will encourage people to give their time to help Cardiff on its journey to becoming a more dementia friendly city.The scheme will recruit and train Dementia Friendly Ambassador Volunteers to support local shops, businesses, and organisations across the city to work towards becoming Dementia Friendly. Making changes to be more welcoming and accessible for people affected by dementia and to achieve official recognition from the Alzheimer’s Society.Volunteers will help organisations to recognise the impact of dementia, understand how it changes customer needs and consider how to support those affected by dementia.This will ensure people with dementia can live better, more fulfilled lives, remaining active and part of their community.The Age Connects volunteer community support programme is continually under review and the service is completing monthly / quarterly reviews with Age Connects senior managers. A pathway has been established to ensure individuals expressing an interest in volunteering are supporting community support programmes.

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment (1 of 2)	Update (1 of 2)
<p data-bbox="71 611 122 768">Page 32</p> <p data-bbox="71 329 937 422">Prevent social isolation through supporting older people to stay active and connected by:</p> <ul data-bbox="71 482 973 1182" style="list-style-type: none"><li data-bbox="71 482 973 725">• Integrating Community Hub and Older Person Day Centre Services to increase the range of activities provided and further involving partners and volunteers in the centres by September 2022;<li data-bbox="71 786 973 982">• Developing a ‘Hubs for All’ approach by March 2023, which will include specialist support on site, to make Hub activities accessible to people with higher care needs;<li data-bbox="71 1043 973 1182">• Providing additional respite for carers by opening the Day Centres at weekends and extending opening times in the Hubs;	<ul data-bbox="1014 525 2466 1025" style="list-style-type: none"><li data-bbox="1014 525 2466 868">• Discussions with the Carers Impact group, Day Centre family members and staff have taken place regarding activity programmes and enhanced offer is already taking place within the Day Centres. This has included providing therapeutic arts and crafts, family dementia sessions working with Musicare, visits to Hubs, Garden Centres, Parks. The Tovertafel technology and the Driving reminiscence pods are also bringing service users together and creating really enjoyable environments within the Day Centres.<li data-bbox="1014 929 2466 1025">• The feedback from families has been very positive who have described the activities as more mentally stimulating.

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment (2 of 2)	Update (2 of 2)
<p data-bbox="71 654 122 816">Page 33</p> <ul data-bbox="71 382 973 1282" style="list-style-type: none">• Further enhancing our Hubs by working with Cardiff & Vale University Health Board (UHB) to establish integrated Health and Wellbeing Centres at the:<ul data-bbox="165 639 886 873" style="list-style-type: none">• Maelfa Health & Wellbeing Hub (completed by October 2022);• Ely & Caerau Parkview Wellbeing Hub, subject to funding approval (planning consent by September 2022);• Strengthening the independent living and well-being advice available for older people and their carers, to help them to prepare for the future, by updating the information available via the website, providing training to all Hub staff and co-ordinating information sessions by March 2023;	<ul data-bbox="1014 559 2440 1102" style="list-style-type: none">• Work has progressed on developing the “Hubs for all” pilot which will expand respite opportunities for unpaid carers. The pilot will take place in Llandaff North, St Mellons, Whitchurch and Grangetown Hubs. Recruitment of a peripatetic team who will be able to support those with more complex care needs is in progress. The pilot will launch in Quarter 3.• A working partnership document has been developed with health colleagues detailing all aspects of shared building processes and safety compliance. This is awaiting sign off.• The Ely Caerau Parkview meetings are ongoing.

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment	Update
<p data-bbox="53 321 886 478">Prevent social isolation through supporting older people to stay active and connected by:</p> <ul data-bbox="53 549 886 1278" style="list-style-type: none"><li data-bbox="53 549 886 935">• Working to become a World Health Organisation Age-Friendly City, developing a city-wide evaluation framework and key performance indicators by June 2022 and producing quarterly monitoring reports by September 2022;<li data-bbox="53 1006 886 1278">• Relaunching the Dementia Friendly City campaign, recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly by December 2022.	<ul data-bbox="886 321 2489 1363" style="list-style-type: none"><li data-bbox="886 321 2489 564">• The evaluation framework has continued to act as an effective tool to monitor progress. New organisations have been added as the awareness of Age Friendly initiatives and stakeholders within the city increases. An interim Age Friendly communities report has been submitted to Welsh Government reporting progress on Cardiff’s Action Plan.<li data-bbox="886 621 2489 763">• Promotion of aspects of the Age Friendly Cardiff action plan has taken place with businesses – including the launch of the Community Toilet Scheme and the “Dementia is everyone’s business” initiative.<li data-bbox="886 821 2489 1078">• The Dementia Friendly Volunteer scheme launched on World Alzheimer’s Day 21st September. This scheme will be targeting businesses via Dementia Friendly Ambassador volunteers who will encourage local shops and organisations to make dementia friendly adjustments to their premises as well as improving the awareness of their staff. Volunteers have already come forward and are being onboarded.<li data-bbox="886 1135 2489 1363">• The first Regional Partnership Board meeting has taken place to drive forward progress against the Dementia Pathway of Standards. A listening engagement exercise will be taking place during quarter 3. Work is also underway with Public Health Wales to map the Dementia Prevention Programme. A subgroup focused on key partners will be formed to inform progress on this.

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment	Update (1 of 2)
<p>Help older people to stay independent at home, embedding strengths-based and preventative services by:</p> <ul style="list-style-type: none"> • Building on our First Point of Contact Service to make it the single route into services by November 2022; • Increasing the availability of Occupational Therapy through out of hours services by November 2022; • Fully embedding outcome-focused, strengths-based social work and empowering social workers and Independent Living teams to prescribe low-level adaptations and equipment by March 2023; 	<ul style="list-style-type: none"> • Development of First Point of Contact (FPOC) is progressing, however it has at times been hindered due to current work demands. A full plan will be in place by early 2023 to begin testing and embedding. • All metrics to measure the benefits of developing FPOC have been confirmed approved and signed off. • An initial training plan has been developed and new training is being delivered as the service progresses on the pathway to implementation. For example, the FPOC staff can now prescribe low level safety at home adaptations. • Work has commenced on reviewing all paperwork and stage 1 has seen a review of the wellbeing assessment which has been reconfigured within Carefirst. • Practice Solutions final report was delivered in September. Identifying the themes is now taking place. • The results of the commissioned review of assessment paperwork have been received from Attenti and will be reviewed shortly.

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment	Update (2 of 2)
<p>Help older people to stay independent at home, embedding strengths-based and preventative services by:</p> <ul style="list-style-type: none">• Building on our First Point of Contact Service to make it the single route into services by November 2022;• Increasing the availability of Occupational Therapy through out of hours services by November 2022;• Fully embedding outcome-focused, strengths-based social work and empowering social workers and Independent Living teams to prescribe low-level adaptations and equipment by March 2023;	<ul style="list-style-type: none">• The service is now working on a model of trusted assessor between Occupational Therapy (OT) and Social Work to enable the completion of care plans by OT's.• Over the last 2 quarters, OTs have actively been trying to recruit. This process has taken a lot longer than previously experienced. Although posts are being filled, the resource pool is only available for newly qualified staff.• There is not currently the capacity to explore 7 day working with OT's at this moment in time. This would only bring value if the whole system was focussed on 7 day working. Therefore, this will be deferred until there is a more secure position with regard to staffing levels and reductions in backlog.• A review of the social work services is underway. A new service manager is being appointed so that the whole First Point of Contact assessment service and hospital service are under one manager so that a clear and consistent approach over all first point of contact services.

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment	Update
<p>Page 37</p> <ul style="list-style-type: none">• Modernising homecare services to provide both a full reablement service and short-term emergency care by November 2022;• Working with health partners to bring forward plans for a rapid response 24/7 service to prevent unnecessary hospital admissions by March 2023.	<ul style="list-style-type: none">• The Rapid Response is a partnership approach across health and the local authority. This is being covered under the @home programme of works and is going to plan.• Union consultation finishes in early October on changes to the current rota. On receipt of union consultation, a period of staff consultation will be undertaken.• Full Electric Call Monitoring (ECM) training has been initiated and a go live date has been set for the end of January 2023.• Evaluation of the service is dependent on the implementation• OT's are providing support and assessment into CRT which provides a clear understanding of how they will support the overall intermediate care programme. This in turn will produce a more streamlined and efficient service by having less hand offs.• The development of the career pathway from carer to OT is ongoing.

Well-being Objective 2 – Cardiff is a great place to grow older
Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services
Corporate Plan Commitment

Commitment	Update
<p>Work with the Regional Partnership Board to develop integrated Local Multi-Disciplinary Teams (MDT) that prevent hospital admission and facilitate hospital discharge by:</p> <ul style="list-style-type: none"> Identifying easily accessible locations within the community as touch-down points and collaborative working spaces for MDT staff and developing an overall working model for the MDT by March 2023; 	<ul style="list-style-type: none"> Evaluation of Elemental was requested at the start of Q2. Awaiting update on the evaluation from the Partnership. Other milestones are dependent upon this evaluation. Service agreements have not yet been put in place, however, there is a shared understanding due to the Older Persons strategy meetings. There is also an interface between our community coordinator in ILS with all Community Hubs. The trial of the locality model in North Cardiff has been delayed whilst works to make St Isan suitable for occupancy has been undertaken. It is anticipated that the building will be ready for occupancy early Q3.

Well-being Objective 2 – Cardiff is a great place to grow older

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

Corporate Plan Commitment

Commitment	Update
<p>Work with the Regional Partnership Board to develop integrated Local Multi-Disciplinary Teams (MDT) that prevent hospital admission and facilitate hospital discharge by:</p> <ul style="list-style-type: none">Continuing to work with GP clusters to meet the holistic needs of citizens.	<ul style="list-style-type: none">A request for evaluation of the South West Cluster discharge hub has been made to the partnership. Awaiting outcomes from IHSC partnership. The evaluation will determine whether it will duplicate or compliment First Point of Contact (FPOC).

Well-being Objective 2 – Cardiff is a great place to grow older

Corporate Plan Commitment

Commitment	Update (1 of 2)
<p>Work to support timely and safe hospital discharge by:</p> <ul style="list-style-type: none"> Establishing a single point of contact in the hospital to ensure safe and timely discharge by following ‘Home First’ principles; Agreeing a location within the hospital and a joint operating model by June 2022; Developing an enhanced triage process to support a prompt return to independence by September 2022; Improving the Discharge to Recover and Assess model to more accurately identify care needs, by undertaking assessments in a person’s home and not in the hospital, by December 2022. 	<ul style="list-style-type: none"> Dedicated social worker resource has been identified for the hospital MDT. 2 Care Co-ordinators have been recruited and are awaiting start dates which are expected in early Q3. Dedicated Occupation Therapist /Occupational Therapist Assistance resource identified. The operating model for D2RA is on track to be delivered by the end of October 2022, which include Service Level Agreements, clear roles and responsibilities documented via process maps, triage checklist, care coordinator checklist and provider capacity spreadsheet as well as performance metrics and training and induction plans. All teams are now located in University Hospital Wales New D2RA model on track to be delivered by 18/11/2022 which coincides with provider procurement.

Well-being Objective 2 – Cardiff is a great place to grow older

Corporate Plan Commitment

Commitment	Update (2 of 2)
<p>Work to support timely and safe hospital discharge by:</p> <ul style="list-style-type: none"> Establishing a single point of contact in the hospital to ensure safe and timely discharge by following ‘Home First’ principles; Agreeing a location within the hospital and a joint operating model by June 2022; Developing an enhanced triage process to support a prompt return to independence by September 2022; Improving the Discharge to Recover and Assess model to more accurately identify care needs, by undertaking assessments in a person’s home and not in the hospital, by December 2022. 	<ul style="list-style-type: none"> Work with health is ongoing. There is a weekly working group. All final processes, documentation and standard operating procedures will be completed by 31/10/2022. The legal position in respect of mental capacity and CHC and D2A in arena has been established and will be put in place. The paperwork for care first is being changed and all legal elements to discharge have been discussed with health colleagues. The start date will be the 18th November if the commissioning for care colleagues goes ahead. A request has gone into the partnership to explore interface portals. Awaiting next steps. Social Care role evaluation ongoing as part of service review. We are developing D2A in partnership with health. Options are being drawn up for consideration and funding.

Well-being Objective 2 – Cardiff is a great place to grow older

Corporate Plan Commitment

Commitment	Update
<p data-bbox="71 611 122 768">Page 42</p> <p data-bbox="71 262 891 362">Improve the use of technology, aids and adaptations to support independence by:</p> <ul data-bbox="71 434 968 1105" style="list-style-type: none"><li data-bbox="71 434 968 591">• Developing a cutting-edge Cardiff Tech Strategy and introducing a ‘tech finder tool’ for staff and citizens alike by March 2023;<li data-bbox="71 662 968 819">• Developing proposals for an Independent Living Well-being Centre by September 2022;<li data-bbox="71 891 968 1105">• Removing the means test from all eligible disabled adaptations by April 2022 and expanding the recycling of equipment and adaptations by September 2022.	<ul data-bbox="1003 262 2471 1305" style="list-style-type: none"><li data-bbox="1003 262 2471 348">• The existing TEC offer has been updated and a stock of products has been purchased and set up on our TCES ordering system for purchase by prescribers.<li data-bbox="1003 362 2471 505">• Workshops have been held to design a training package to roll out to TEC champions. Engagement has also been made with suppliers of equipment to provide demonstrations.<li data-bbox="1003 519 2471 748">• Some recommendations from “People Too” have been put in place such as the recommended top up of equipment on offer. TEC champions have been identified across the service area and are supporting workshops. The recruitment of a TEC specialist has been advertised and shortlisted at the end of Q2 with Interviews taking place mid October.<li data-bbox="1003 762 2471 1105">• Concept meetings have been held to view digital rendering and composition of the new JES building in preparation of the planning proposals. Feedback from Housing Development has advised of a potential 2 year lead time once planning is approved. An application has been prepared for RIF capital funding to help seek funds to cover costs of the first phase of development. The partnership were updated on current plans late September and the full project plan is now under development.<li data-bbox="1003 1119 2471 1305">• An initial evaluation of removing the means test on adaptations has resulted in amendments being made to the process. These changes have been implemented and a follow up evaluation will take place in December to determine their effectiveness.

Well-being Objective 2 – Cardiff is a great place to grow older

Corporate Plan Commitment

Commitment	Update
<p>Develop older persons housing that supports independent living, including:</p> <ul style="list-style-type: none"> • Developing 44 new care-ready apartments at Addison House, Rumney by February 2023; • Commencing development of 101 care-ready apartments at the Maelfa and St. Mellons care-ready schemes by April 2022; • Commencing development of 35 older person apartments on the site of Canton Community Hall with a contractor appointed by June 2022 and on-site work underway by October 2022; • Commencing development of 44 older person care-ready apartments at Bute Street, with a contractor appointed by August 2022 and on-site work underway by December 2022; • Commencing development of older person flats at Moorland Road, with a planning application submitted by May 2022 and on-site work underway by January 2023; • Submitting the planning application for the Michaelston wellbeing village masterplan by February 2023. 	<ul style="list-style-type: none"> • Canton Independent Living Scheme - Encon have been identified as the winning bidder for the Canton Community Living Project and letters have been issued to contractors. Viability and Officer Decision Report to be completed before entering into JCT Contract. Anticipated that work will commence in early 2023. • Bute Street Independent Living Scheme – Tenders issued for Bute Street Community Living project are and due for return by 19th October. Tenders will then be assessed and scored to identify the winning bidder. • A board has been established to inform the use of the Community Living projects and to oversee the commissioning of the research and other key activities. This has been delayed slightly due to service pressures and absence of key manager.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Update
<p>Support older people to move to more appropriate housing where this will support independence by:</p> <ul style="list-style-type: none"> • Fully establishing the Rehousing Solutions service that delivers tailored housing support by September 2022; • Using extra care and community living housing as an alternative to residential care for both respite and permanent care by reviewing best practice and developing proposals for change by March 2023. 	<p>A review of the Rehousing solutions team was carried out with the following findings:</p> <ul style="list-style-type: none"> • Several existing functions were merged and some new temporary posts have been appointed to, to create a new Rehousing Solutions Team. • Processes for the allocation of adapted accommodation have been reviewed and new processes implemented. These include looking at alternative solutions to address the rehousing needs for people with disabilities. • A review of older persons allocations has been carried out and proposals for new arrangements have been drafted and consulted on. • The administration of Extra Care has been merged into the Housing Waiting List. • Initial reviews of the team are positive with more successful outcomes and innovative solutions being found to address the needs for service users with complex housing needs/disabilities. • A review of the current staffing structure is in progress. This will form part of the review of the Rehousing Solutions Team current staffing structure and will be included as areas for development in the proposed new structure.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Update
<p>Working in partnership with commissioned care providers to deliver flexible person-centred care that meets current and future needs by:</p> <ul style="list-style-type: none"> Establishing a Trusted Partnership agreement to allow care to be adapted by care providers to meet individual need by September 2022; Working with care providers to put in place Local Care Co-ordinators who will be part of multi-agency locality teams by September 2022; Working to reshape the care market to meet future care and support requirements based on the Regional Market Sustainability Report and Population Needs Assessment by December 2022; Assisting the care sector to move away from general residential towards home-based care and promoting the development of additional high-quality dementia residential and dementia nursing care by December 2022. 	<ul style="list-style-type: none"> The Trusted Partner Pilot is currently in place for the whole sector with the ability to step down care from double-handed to single handed or step up care from double handed to single handed. Some market sounding has taken place with the Domiciliary Care sector to support the development of a new rapid response service to support winter pressures. The feedback from the session informed the development of the specification. This included one to one session with providers who expressed an interest in delivering this service. The Market Stability Report (MSR) will go to cabinet and full Council for approval in October and will not be published until after this, so it has not yet been possible to share with providers to discuss future business intentions. A detailed action plan setting our response to the MSR will be put before cabinet in January 2023 with a suite of proposals linked to a wider review of care home provision in Cardiff.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Update
<p>Increase the voice and control of citizens in our services and in the commissioning of care and support by:</p> <ul style="list-style-type: none"> • Developing proposals to move away from a “task and finish” approach to care to focus on well-being outcomes by March 2023; • Reviewing engagement with older people, and bringing forward proposals for enhancing involvement by September 2022; • Working to increase the supply of well-trained personal assistants by reviewing support for direct payments by September 2022; • Exploring the provision of care through local micro-enterprises by March 2023. 	<ul style="list-style-type: none"> • Dewis CIL and Cardiff Academy work together to identify potential Personal Assistants for potential direct payment employers. • Dewis Cil have adverts on the Website and tap into any Community Engagement across the city. • The Tender documents and Specification’s for the new advocacy contracts are being collated regionally across Cardiff and the Vale. It is currently anticipated that the new service will be in place by April 2023.

Well-being Objective 2 – Cardiff is a great place to grow older

Corporate Plan Commitment

Commitment	Update
<p>Build on the quality of care provided ensuring that effective quality monitoring is in place by:</p> <ul style="list-style-type: none"> • Reviewing progress on embedding the Quality Assurance Framework for older persons services by September 2022; • Reviewing best practice in dementia residential and nursing homes to inform future commissioning by June 2022; • Co-producing a Regional Quality Framework for care homes underpinned by local quality assurance arrangements and reviewing quality ratings for both domiciliary and residential care by September 2022; • Re-launching the escalating concerns process by June 2022. 	<ul style="list-style-type: none"> • Work is on-going to develop the Quality Assurance (QA) framework and IPC are working with officers on this. However, it is likely that this will not be implemented until November. The milestone has therefore been rated amber. • Work undertaken on the Care Home QA framework is expected to be considered as part of a Cabinet Report on a review of care home provision that will be considered in January 23. • Discussions have taken place with IPC regarding the development of a community of learning and an initial presentation on the findings of the research was shared with providers at a Provider forum. • The new Escalating Concerns 's policy has been finalised and signed off by the Regional Commissioning Board and ASMT. Plans are in place to implement before the end of October following a briefing session with Operational Managers and Contracts staff that is planned for 14th October.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Update
<p>Value and develop the social care workforce by:</p> <ul style="list-style-type: none"> Working with the Welsh Government to fully implement the Real Living Wage for care workers in Cardiff by June 2022; Further developing Cardiff Cares Academy to provide training, mentoring and employer support; Providing proactive support to help care workers achieve registration; Working in partnership with providers to grow the care workforce – reviewing the success of the new locality-based Care Development Contracts by September 2022. 	<ul style="list-style-type: none"> Monitoring of the Real Living Wage (RLW) is undertaken as part of the Business As Usual monitoring arrangements. Providers have been issued with contract variation forms they must sign to confirm they have passed on the funding to eligible staff. A number of potential candidates accessing the Cares Academy require additional mentoring prior to accessing employment opportunities. The restructure proposed will increase the number of employment mentors providing support at intervention stage. This has enabled the team to provide an increase in pre-employment support to participants. Recruitment has been undertaken to the new Registration & Qualification Support Officer post in the new Training Team. The first round was unsuccessful, and interviews were scheduled for the last week in September for the 2nd round. In the meantime, the Social Care Workforce Development Partnership Coordinator is supporting providers with registration compliance and has undertaken an internal data collection exercise of workforce data related to qualifications as part of the annual Social Care Wales data collection exercise. Monitoring information from the block contract providers for the Cardiff Care development partnership is received on a monthly basis and contains detailed recruitment information which is considered as part of monthly contract monitoring meetings. “Lessons Learned” discussions have taken place to review what has worked well and what has not worked well to inform future commissioning arrangements.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Update
<p>Support and value the work of unpaid carers by:</p> <ul style="list-style-type: none"> • Reviewing advice services for carers to ensure they meet current needs by June 2022; • Evaluating the current carer’s assessment process and exploring how take-up can be improved by September 2022; • Reviewing the range of respite provided by September 2022; • Ensuring services meet the needs of carers by consulting and co-producing any changes with carers. 	<ul style="list-style-type: none"> • Delays to the recruitment process related to the new Carer Champion project Manager has affected progress regarding the consultation on advice services. This will be prioritised following the start date and is why the milestone has been rated as amber. • The Carers Impact group has continued to meet to discuss impending initiatives including the Hubs for All programme. Feedback has been positive with insight being provided that will inform processes moving forward. • Plans are 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. • Leaflets are being developed to explain processes and pathways to citizens and unpaid carers, these are being worked on and will be made available after a consultation process. • The mapping of respite services within Cardiff will be progressed following consideration by Cabinet of the Carers Cabinet Report which included planning around respite consultation in October.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Update
<p>Support people with dementia to stay at home wherever appropriate by:</p> <ul style="list-style-type: none"> • Reviewing best practice in supporting people with dementia to live in the community by September 2022; • Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home by March 2023. 	<ul style="list-style-type: none"> • TATI research has been reviewed in a way that is Cardiff centric. Further research projects on how we work with different and diverse communities in Cardiff are underway. • Research into the Netherlands and how they work with dementia is underway and meetings have been conducted with a dementia village in the Netherlands that work with people who live with dementia to ensure they can live safely – we are considering what elements we can take from the project. • Research has begun on diverse communities and how we work with unpaid carers and people around the time they receive a dementia diagnosis and what can be done to protect their futures and the laws surrounding this.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse - Corporate Plan Commitment

Commitment	Update
<p>Ensure that all people, however vulnerable, retain a voice in their care by:</p> <ul style="list-style-type: none"> Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control; Implementing the new Liberty Protection Safeguards legislation and mainstreaming these within our services; Recommissioning Advocacy Services in line with the commitments set out in the Cardiff & Vale Advocacy Strategy; Reviewing and enhancing our Direct Payments Services. 	<ul style="list-style-type: none"> It has not been possible to roll out Collaborative Communications training due to the absence of a trainer to take this forward. A new Strength-based Approaches Training Officer has been recruited in the period so it is expected that this will get back on track in Q3 following the appointment. The final Attenti report was not received in Q2 as expected. This will be considered early in Q3 and a plan will be developed to address the recommendations and consider what elements for the review can reasonably be implemented ahead of the roll-out of Eclipse. The absence of the QA Manager and Strength-based Approaches Training Officer has delayed the strengthening arrangements for mentoring and QA arrangements. However, both posts were recruited to within the period and it is expected that these actions will begin to be addressed in Q3 when the post holders take up their roles The Draft Code of Practice on the Liberty Protection Safeguard (LPS) scheme consultation has been responded to. Now awaiting the response to the consultation from Welsh Government. It is understood that the implementation of the legislation will be significantly delayed and may not be introduced until early 2024. A briefing and action plan will be developed once the outcome of the consultation is published by Welsh Government. The Tender documents and Specification's for Advocacy Services are being collated regionally across Cardiff and the Vale. It is currently anticipated that the new service will be in place by April 2023. Dewis CIL and Cardiff Academy work together to identify potential Personal Assistant roles for potential direct payment employers. Dewis Cil have adverts on the Website and tap into any Community Engagement across the City.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment

Commitment	Update
<p>Continue to move towards locality working models to bring together multi-disciplinary services based in local communities to promote health and well-being, support independence and prevent unnecessary hospital admissions.</p>	<ul style="list-style-type: none"> • There is an integrated approach to locality working via the @home programme, which will develop and evolve over the next 12 to 18 months. Our initial pilot will operate in North Cardiff. • The locality model in North Cardiff is slightly delayed due to St Isan building, decorating and Health and Safety requirements being fulfilled. These are expected to be completed in early Q3. • Request for evaluation of the discharge hub has been made to the partnership. Awaiting outcomes from IHSC partnership. The evaluation will determine whether it will duplicate or compliment FPOC.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment

Commitment	Update
<p>Improve the support available to people with mental health issues by:</p> <ul style="list-style-type: none"> Supporting the Health Board with their Community Transformation project and the review of services to meet the needs of those individuals who may not require formal care and support services; Further developing the Health and Wellbeing service within the Hubs, providing support and advice and finding community solutions for individuals with low-level mental health issues; Identifying additional accommodation and support solutions to support people with mental health issues to move from residential services to live independently. 	<ul style="list-style-type: none"> The Sanctuary project at CRI has been slightly delayed due to issues with accommodation. The project is currently out to tender and it is now hoped that the project will be up and running in early 2023. The Health and Wellbeing Service in the Hubs continues to work with and for the community to promote good wellbeing. Connections have been made with Mental Health Wales and additional mental health providers and charities across the city who have been attending wellbeing activity sessions that are taking place within Hubs and community locations. Focus has also taken place on wellbeing trips where older people have been taken on trips to locations such as Barry Island/St Fagans with the aim of supporting social connectivity and breaking down barriers of travel which has been an issue for some older people who have been affected by loss of confidence post pandemic. Individuals have also been encouraged to access a wide variety of community activities and experiences. The community volunteering initiative has attracted volunteers that are supporting community activities. Volunteers to support the launch of Warm Welcome spaces within Hubs and additional community settings which will aim to support communities through the cost of living crisis are currently being recruited. This will launch in the new quarter. Service provision at the Supported Accommodation project has now commenced with the project now almost at full capacity. Clients ready for move on are being full supported.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment and Directorate Delivery Plan Commitment

Commitment (1 of 2)	Update (1 of 2)
<p>Enhance the support available for people living with learning disabilities by:</p> <ul style="list-style-type: none"> • Further developing the Complex Needs Day Service expanding the services to deliver appropriate respite for carers and ensuring that individuals with multiple and severe disabilities can access the community; (CP) • Developing further opportunities to engage directly with service users and families to improve communication and understanding (DDP) • Develop a website that provides clear information regarding the offer from Learning Disabilities teams, including easy read versions (DDP) 	<ul style="list-style-type: none"> • The Complex Needs Day Service worked with pupils with complex support needs in their final year of school, co-producing support plans to support a smooth transition from school to adult life. Of the 6 young people we worked with, 4 young people were referred to our transition team (Ty’r Bont) and since July 2022, we have been working with them to transition them to the day service. • Because of the work completed during their final year of school, we were able to plan a person centred, outcome led service with the young people and their families, developing an individual day service plan based on what is important to and for the young person. • We have also recruited staff with the right skills and trained staff to meet the needs of the young people. All transitions have now been completed. • The Supported Accommodation Event is to be held in October.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment and Directorate Delivery Plan Commitment

Commitment (2 of 2)	Update (2 of 2)
<ul style="list-style-type: none"> • Development of Day Service accommodation to meet the growing needs of local people with complex needs (DDP) • Improving and increasing overnight respite by June 2022 and setting out proposals for building development by March 2023; (CP) • Developing proposals for new supported living accommodation options, producing a planned pipeline of projects by September 2022. (CP) 	<ul style="list-style-type: none"> • Design work on capital proposals has not yet commenced as the brief is still being finalised. • The respite project group has now been re-instated and data is now being worked through to identify gaps in service provision. • Work is ongoing with strategic development and regeneration team and local RSL's to source appropriate opportunities for accommodation. • The development of a move on project worker has been slightly delayed as work is ongoing with regards to job evaluation.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment

Commitment	Update
<p>Ensure that all staff have access to the appropriate level of training to meet the needs of autistic people in line with the new Code of Practice on the Delivery of Autism Services.</p>	<ul style="list-style-type: none"> • In May 2022 Autism Awareness produced in line with Autism Wales, was added to Learning Pool. This is module one and was produced in line with the framework. A request was made in ASMT for the Autism Awareness module to become a mandatory module and Agreement given to progress this in July. L1 module– ‘effective communication’ is due to be released in October and L2 module ‘assessment’ by the end of 2022. These will be placed on the Learning Pool. Cardiff staff have been involved in the creation of these modules. • We have now completed the development of a training dashboard that will provide training engagement statistics. This piece of work will allow us to map the engagement of each team in any training (to include autism). Having had the opportunity to interpret this information we can begin to work more closely with team managers where staff engagement with autism training is low. • Aside of the statistical analysis we have also been meeting with service areas to better understand their training needs from their perspective, to include Autism. We recognise that most staff will require up-to L2 training, however, we have identified a cohort of staff that will require additional (L3) Autism training and we are working on a delivery plan for this. • We are on track for the more generalised training (L1/2) and expect to implement the specialist training (L3) in Q3 which is why the milestone has been rated as amber.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan Commitment

Commitment	Update
<p>Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including:</p> <p>Promoting health screenings; Undertaking activities to prevent falls; Promoting the take-up of vaccinations.</p>	<ul style="list-style-type: none"> • Work has progressed on community engagement to progress positive messaging around childhood immunisation including providing drop in sessions at Grangetown Hub and Central Library Hub. Health focused events taking place in Ely Caerau, STAR, Butetown Pavilion Hubs have also a forum to expand community awareness. Sessions have also taken place within external community settings. • 170 people have been engaged with over the quarter. Feedback regarding the health awareness programme has been reported as positive with 100% of those participating expressing satisfaction with the engagement. • Work has progressed on a Bowel Cancer Screening video translation project working with Bowel Cancer UK, WITS and the Film Unit. The video will be made available in 4 different community languages on completion of the project and will be used to amplify messaging around benefits of screening including investigating potential to use on WhatsApp, Social Media and relevant websites. • Events have taken place at Ely, STAR, Grangetown and Butetown Pavilion Hub during which awareness has been raised of benefits of childhood Flu immunisation. Drop-in sessions have also been run in Central Library Hub and Grangetown Hub.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse

Corporate Plan Commitment

Commitment	Update
<p>Page 58</p> <p>Review and update the revised regional Violence against Women, Domestic Abuse and Sexual Violence strategy by December 2022.</p>	<ul style="list-style-type: none">• The strategy is being developed with input from partners. An event has been planned in Q3 for victims and survivors to feed in their experiences and views.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse

Corporate Plan Commitment

Commitment	Update
<p>Ensure all those who experience domestic abuse can access specialist support by undertaking a full review of refuge accommodation in the city and identifying opportunities for improvement by March 2023.</p>	<ul style="list-style-type: none"> • As part of the building quality review, visits have taken place to the Waterlily, Sunflower Llys Saltmead, Cwrt Elen and The Terrace projects under the VAWDASV contract with Cardiff Women’s Aid, and reports have been written up regarding the quality of the accommodation offered. • Visits to the remaining VAWDASV Gateway projects under the RISE umbrella to take place from the end of July onwards. • In Q2 Visits have taken place to the remaining units and reports written regarding quality, suitability and their adherence to Phase 2 guidance • New approaches to the delivery of refuge accommodation will be explored as part of the review

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Corporate Plan & Directorate Delivery Plan Commitment

Commitment	Update
<p>Ensure children and adults are protected from risk of harm and abuse by:</p> <ul style="list-style-type: none"> • Embedding the Exploitation Strategy to address new and emerging themes of child and adult exploitation by March 2023; • Continuing to work with multi-agency partners to respond to the rise in serious youth violence; • Embedding the corporate safeguarding self-evaluations by March 2023; • Continuing the work identified in the Adult Safeguarding Action Plan and monitoring the volume of referrals received. • Consolidating Good Practise in Adult Safeguarding and compliance • Continue information sharing to promote awareness and accessibility of the Adult Safeguarding service across the directorate • Implement a robust system of quality assurance <p>Undertake a review of Adult Safeguarding</p>	<ul style="list-style-type: none"> • Recruitment process for staff team to fulfil current establishment requirements has been achieved. • The social inclusion unit handover has been completed.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Directorate Delivery Commitment

Commitment	Update
<p>Prepare for the introduction of the Liberty Protection Safeguard (LPS) legislation in April 2023 which replaces the current Deprivation of Liberty Safeguards (DOLS) to implement a new system for authorising deprivations of liberty in care.</p>	<ul style="list-style-type: none">• The Draft Code of Practice on the Liberty Protection Safeguard (LPS) scheme consultation has been responded to. Now awaiting the response to the consultation from Welsh Government.• It is understood that the implementation of the legislation will be significantly delayed and may not be introduced until early 2024.• A briefing and action plan will be developed once the outcome of the consultation is published by Welsh Government.

Well-being Objective 4 – Safe, confident and empowered communities
Ensuring children and adults are protected from risk of harm and abuse
Directorate Delivery Commitment

Commitment	Update
<p>Implement Emergency Duty improvement plan by December 2022, to ensure an effective joint approach is embedded across Cardiff and the Vale.</p>	<ul style="list-style-type: none">• Service review has been completed and partners consulted, further consultation will take place shortly.• A review of processes and policies is now in place.• Joint meetings have not yet been re- introduced due to staffing issues across the service, but are due re-commence shortly

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Well-being Objective 4 – Safe, confident and empowered communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Work to increase awareness of toilet availability within the city and expand network through encouraging external organisations to participate in the community scheme. Explore options to support diverse toileting needs.</p>	<ul style="list-style-type: none"> • A Toilet Consultation event took place with the 50+ Forum during the quarter at Grand Avenue Day Centre. Aspects of community toilet provision were considered – including standards, engagement, community volunteers and communications. • Following the launch of the Dementia Friendly volunteer programme during the quarter the training programme has been expanded to include provision of community toilet availability as a potential Dementia Friendly Action for local businesses. • New promotional materials have been created for the Community Toilet Scheme. Physical copies have also been sourced to ensure that digital and physical communication avenues are fully explored. • A full list of publicly available toilets has been made live on the Visit Cardiff website, detailing the specific facilities available at each location. The list is split up into city areas for ease of use and the community toilet sticker symbol is on the page so that visitors are aware of what to look for.

Well-being Objective 7 – Modernising and integrating our public services
Directorate Delivery Plan Commitment

Commitment	Update
<p>Page 10</p> <p>Undertake work on a cost of care exercise to inform the refresh the Fee Setting Strategy for Care Homes for Older People which needs to be in place from April 2023.</p>	<ul style="list-style-type: none">• Cost of care exercise commenced, costs scheduled collected from providers and some one to one interviews have been held. IPC will feedback on the analysis on 18th October.

Well-being Objective 7 – Modernising and integrating our public services
Directorate Delivery Plan Commitment

Commitment	Update
<p>Continue to enhance and strengthen quality assurance frameworks within Adult Services</p> <ul style="list-style-type: none"> • Policies and procedures • Training and development • Complaints and compliments • Quality auditing and review processes 	<ul style="list-style-type: none"> • Recruitment of a Quality Assurance (QA) Manager has taken place and the successful candidate will be starting in December. Unable to progress with the QA work until manager is in post. • The Policy and Procedures tracker has been reviewed and updated. New policies have been created and signed off by ASMT for Complaints, Medication and Trusted Assessor. • Policies currently in draft include Provider debt, Deferred Payments, Direct Payments. • Several policies need to be reviewed before the end of the year. • Fortnightly meetings have been set up with Training, QA, Policy, and Complaints leads to ensure they are working together and clear on each other’s current focus and work.

Well-being Objective 7 – Modernising and integrating our public services
Directorate Delivery Plan Commitment

Commitment	Update
<p>Page 68</p> <p>Improve the recruitment and retention of staff within Adult Services with the right skills and experience to support citizens, as well as promoting Cardiff as Great Place to Work.</p>	<ul style="list-style-type: none"> • Work is in development to create content for the Adult Services part of the Social Work Cardiff website. • “Grow your own” opportunities are in development • Recruitment pool of social workers identified to assist with recruitment events. • Marketing materials selected and orders place. • 2 recruitment events booked with local universities for November. • Exit interview arrangements under review. • Work is in development to create content for the Adult Services part of the Social Work Cardiff website. • “Grow your own” opportunities are in development • Recruitment pool of social workers identified to assist with recruitment events. • Marketing materials selected and orders place. • 2 recruitment events booked with local universities for November. • Exit interview arrangements under review.

Well-being Objective 7 – Modernising and integrating our public services
Directorate Delivery Plan Commitment

Commitment	Update
<p>Review our organisational structure within Adult Services to ensure it meets the current needs of our service users</p>	<ul style="list-style-type: none">• Review of As Is model is well underway and reports have been provided to help inform future changes. Report from consultants received and is currently being considered.• Proposals for change are being finalised taking into account the range of information gathered.

Well-being Objective 7 – Modernising and integrating our public services
Corporate Plan Commitment

Commitment	Update
<p>Support an ongoing partnership approach to pandemic management, as part of a wider programme of comprehensive public protection, including:</p> <p>Supporting a surveillance and risk-based response to incidents and outbreaks;</p> <p>Continuing to manage any clusters and outbreaks in high-risk settings.</p>	<ul style="list-style-type: none">• Arrangements in Adult Services have been reviewed and meetings are now monthly.• Public Health Wales colleagues attend care provider forums to provide updates.• A review has been completed of Cargo House. The provision is being maintained as out of hours and emergency provision during the winter period.

HOUSING & COMMUNITIES

PERFORMANCE REPORT

QUARTER 2 2022-23



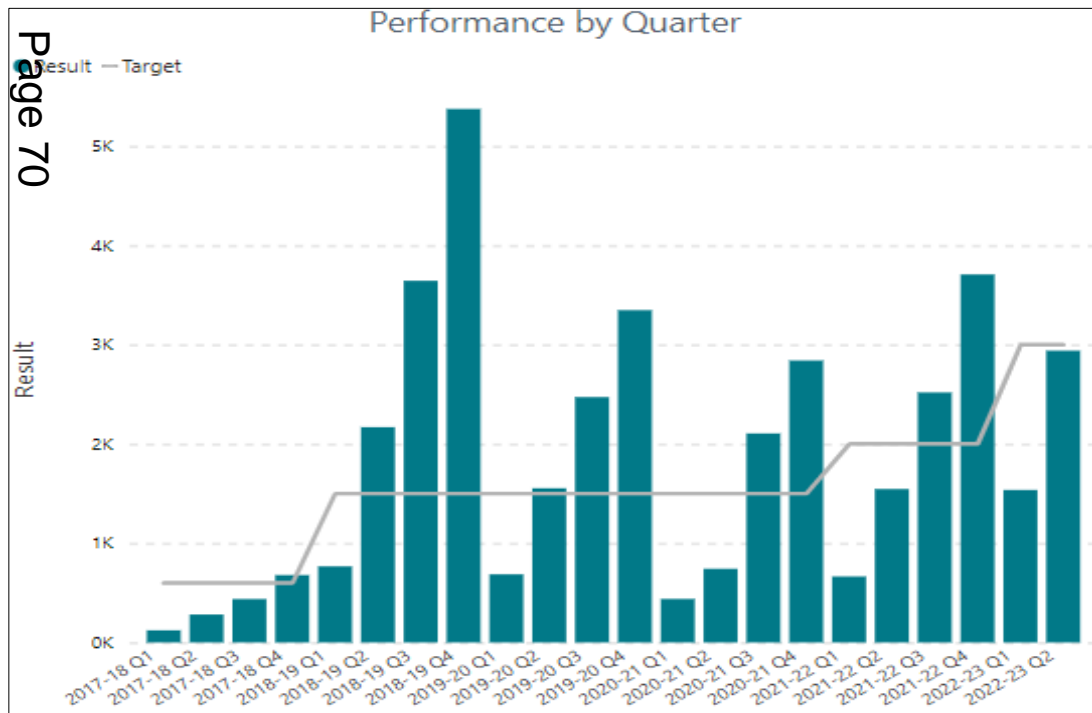
#GweithioDrosGaerdydd
#GweithioDrosochChi

#WorkingForCardiff
#WorkingForYou

Wellbeing Objective: Supporting People Out of Poverty

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

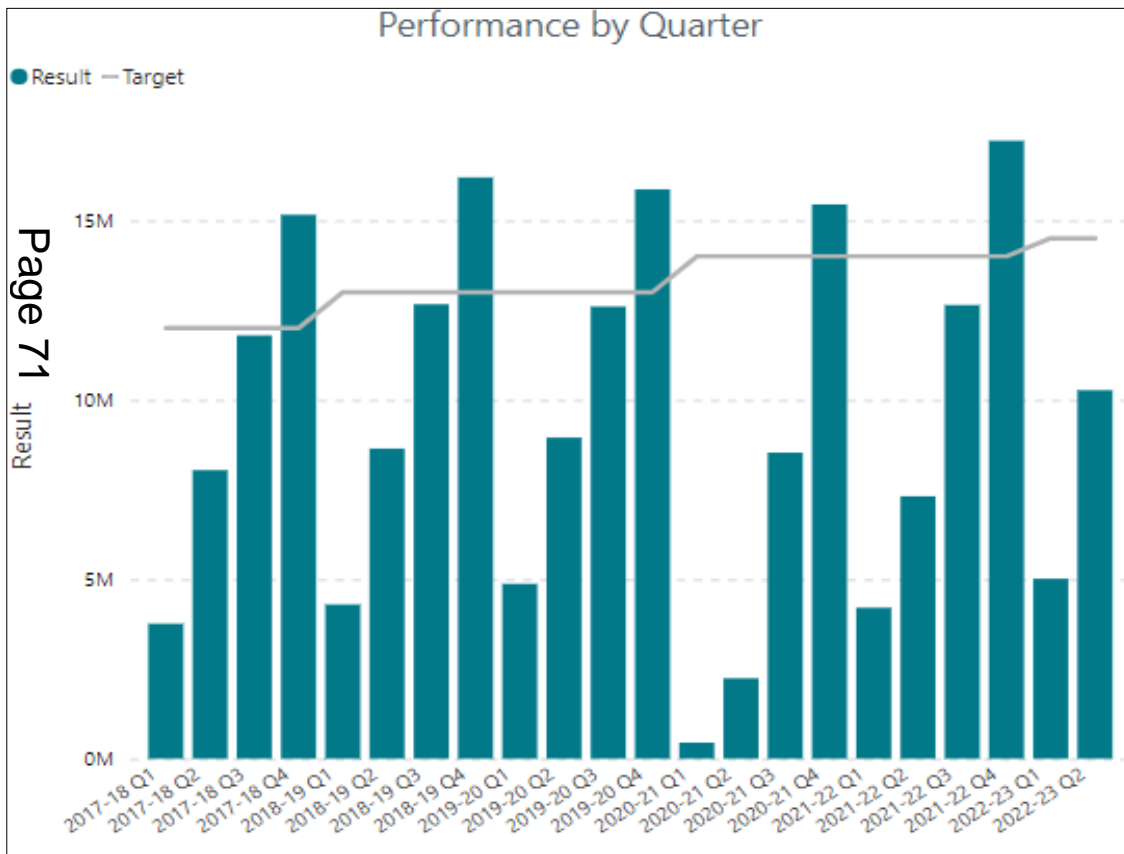
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
The number of customers supported and assisted with Covid-related and Universal Credit financial support	2,841	3,708	3,000	1,537	1,403	2,940



Almost 3,000 customers have already been supported so far this year. This is 90% higher than for the same period last year when 1,546 had been supported.

Wellbeing Objective: Supporting People Out of Poverty
Supporting the most impacted by the economic crisis into work, education or training

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Results	Cumulative Total
Additional weekly benefit identified for clients of the Advice Team	£15,447,013	£17,220,466	£14,500,000	£5,013,769	£5,254,192	£10,267,961

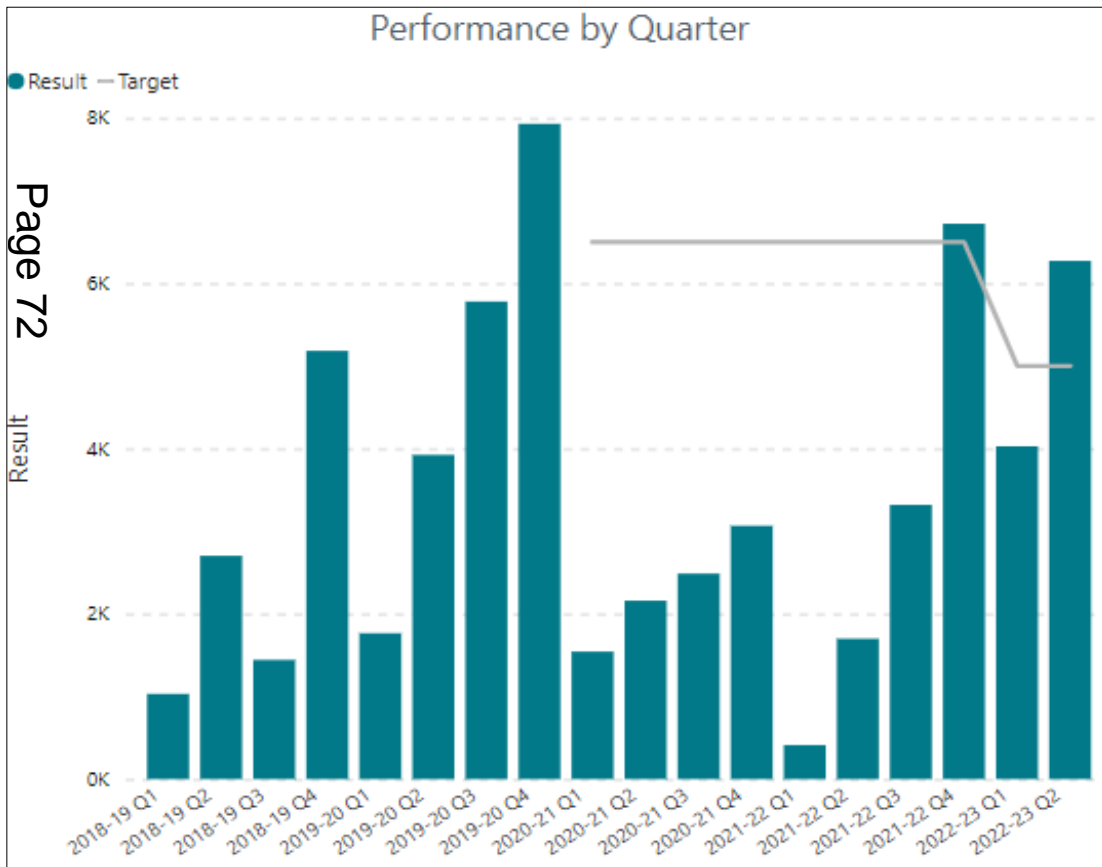


So far this year £10,267,961 in weekly benefit has been identified for clients by the Advice Team. This is 40% higher than at the same period in 2021/22 when £7,313,427 had been identified.

Wellbeing Objective: Supporting People Out of Poverty

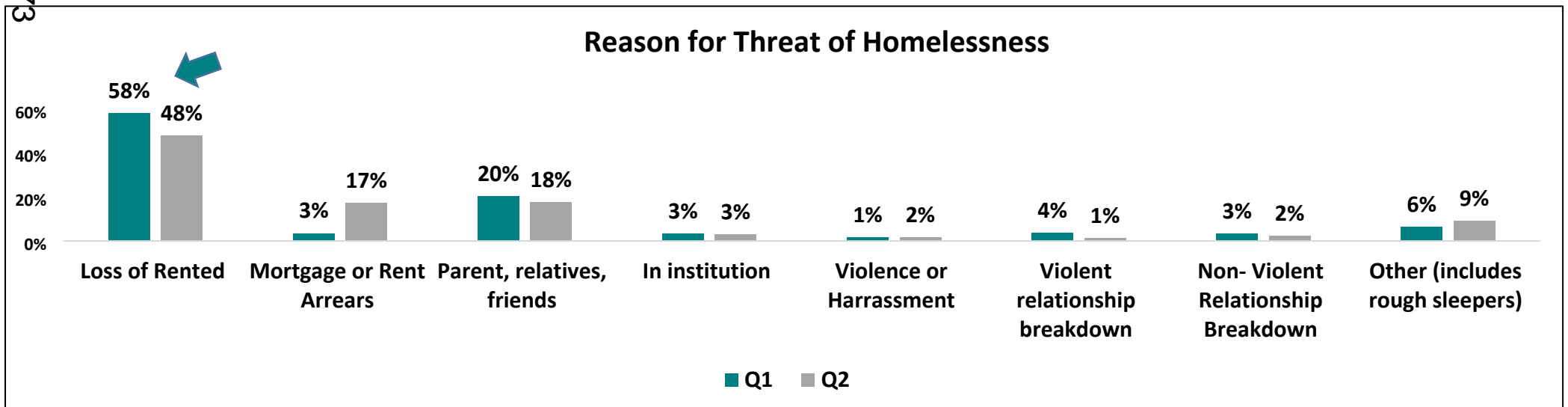
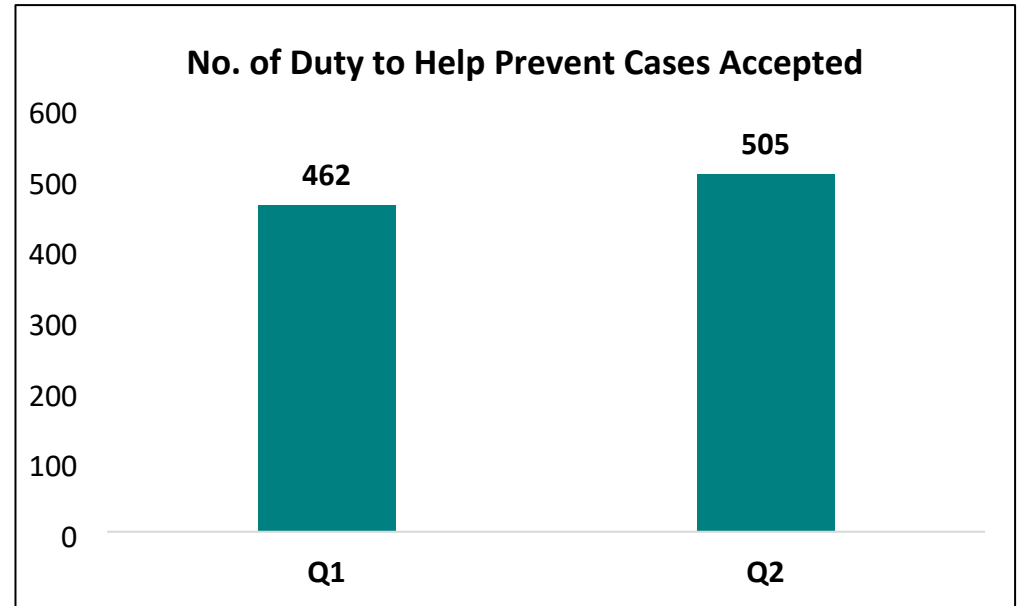
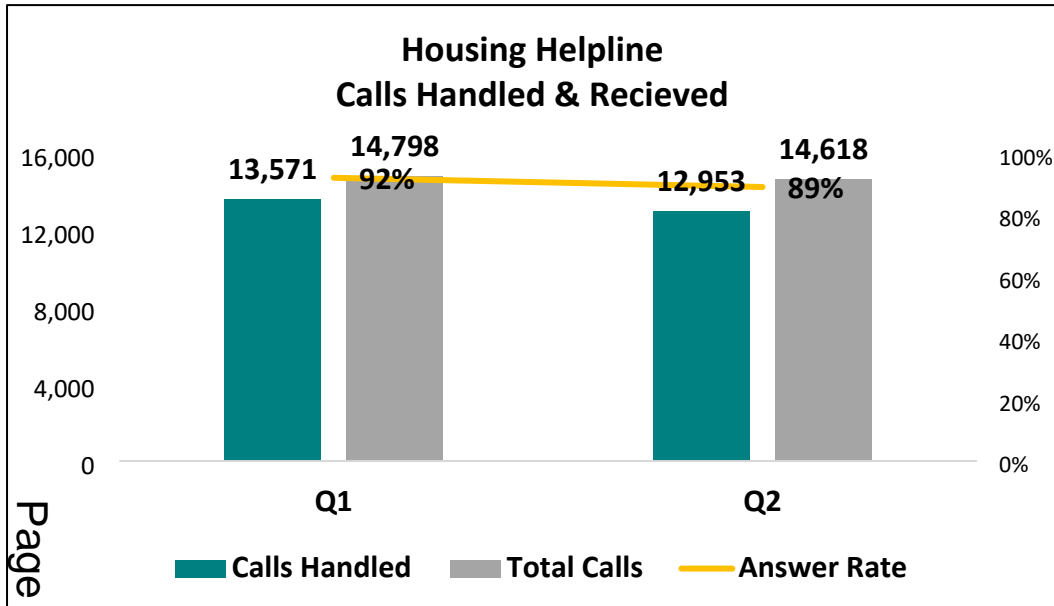
Supporting those most impacted by the economic crisis into work, education or training

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Results	Cumulative Total
The number of hours given volunteering within the Advice & Benefits Service	3,066	6,500	5,000	4,028	2,244	6,272



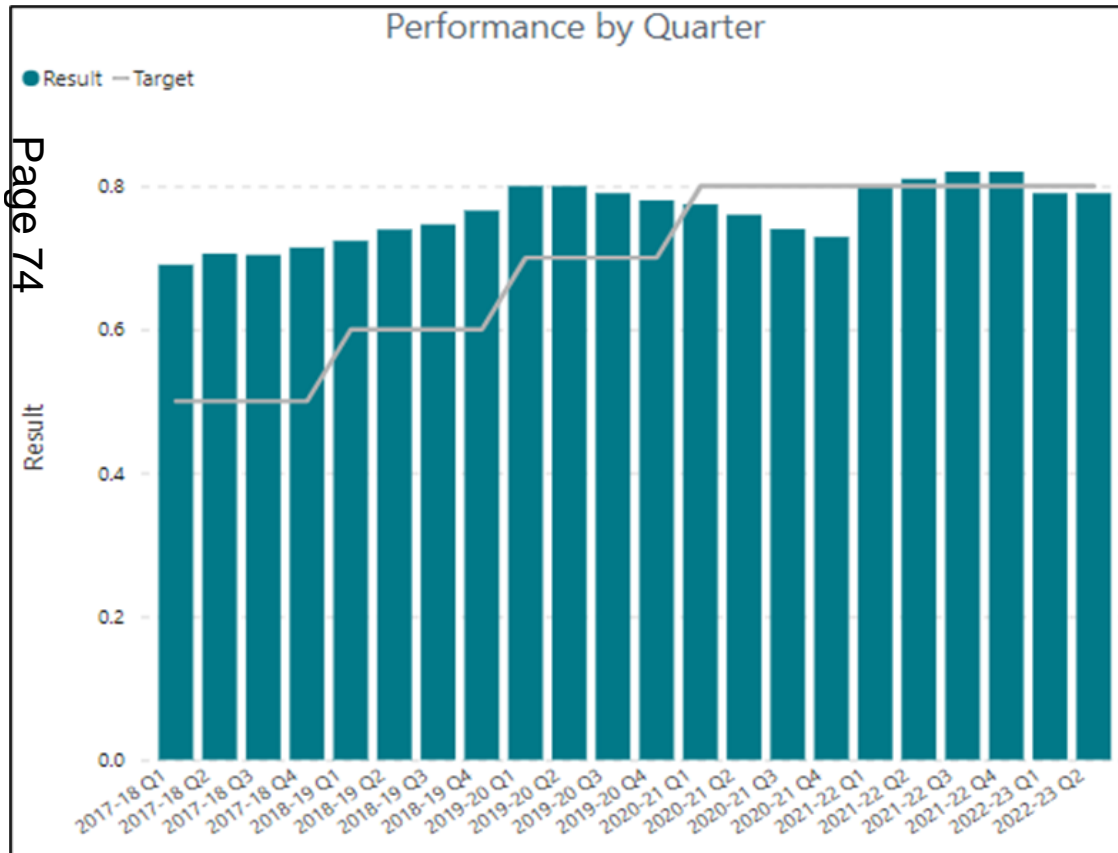
6,272 hours of volunteering have already been given this year, reaching the yearly target at the end of Q2.

Helping to Prevent Homelessness – Core Data Q1 & Q2



Wellbeing Objective: Supporting People Out of Poverty
Embedding our new approach to tackling homelessness and ending rough sleeping

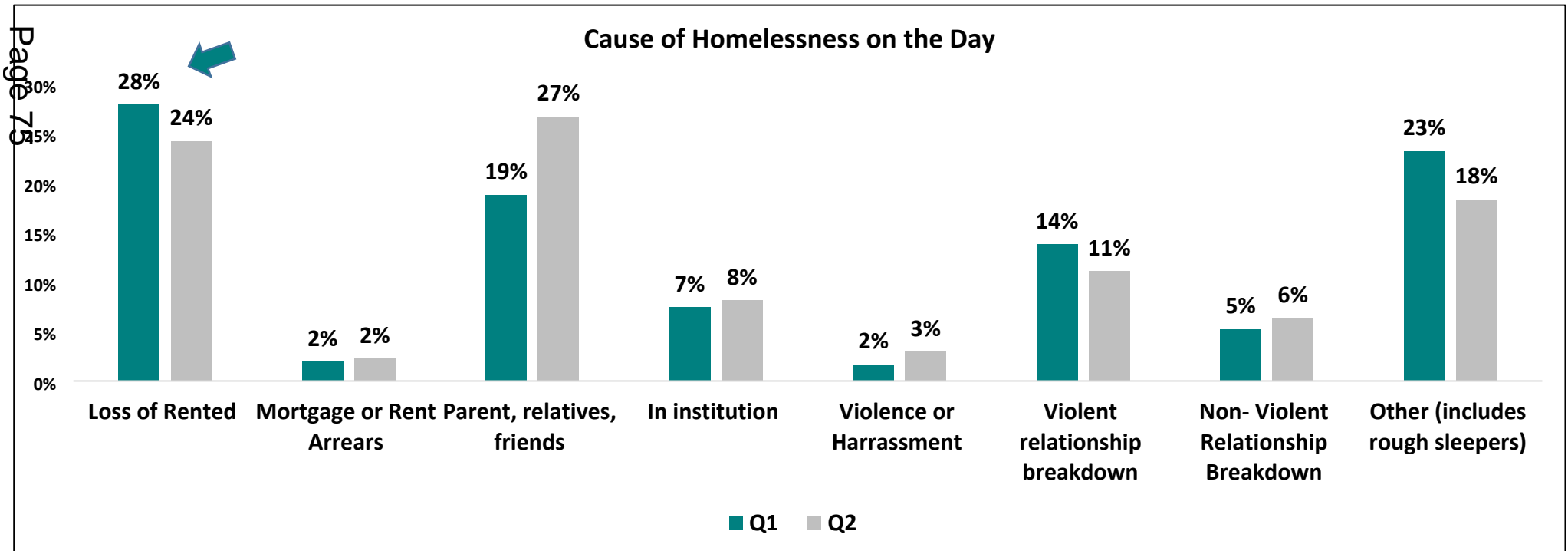
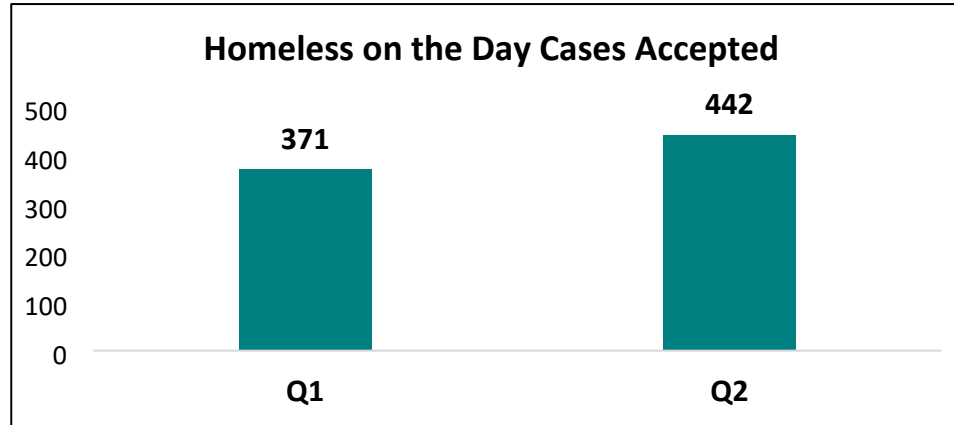
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of households threatened with homelessness successfully prevented from becoming homeless	76%	80%	80%	79%	79%



The prevention result for Q2 is only slightly under target. There has been a small reduction in the answer rate for calls to the Housing Helpline between Q1 and Q2. This is due to increase in staff turnaround with officers leaving and new starters having to attend training to take the calls.

Staff recruitment and retention is difficult at the moment but the service is hoping this will improve in the future with the change in location to County Hall which will allow for additional support to be provided.

Supporting Homeless Households – Core Data



Providing Accommodation – Core Data Q1 & Q2

Temporary Accommodation

As at the end of Q2

Single Persons Gateway

177 - Single people waiting to enter the Gateway.

803 - Single people in Temporary Accommodation

Family Gateway

90 - Families waiting to enter the Gateway

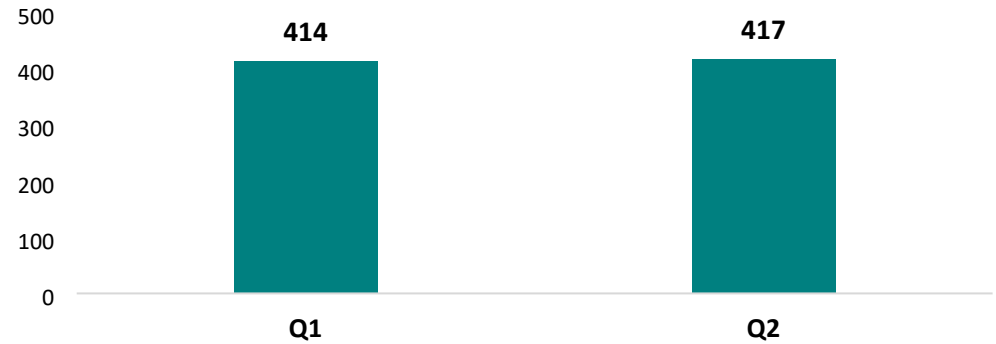
535 - Families in Temporary Accommodation

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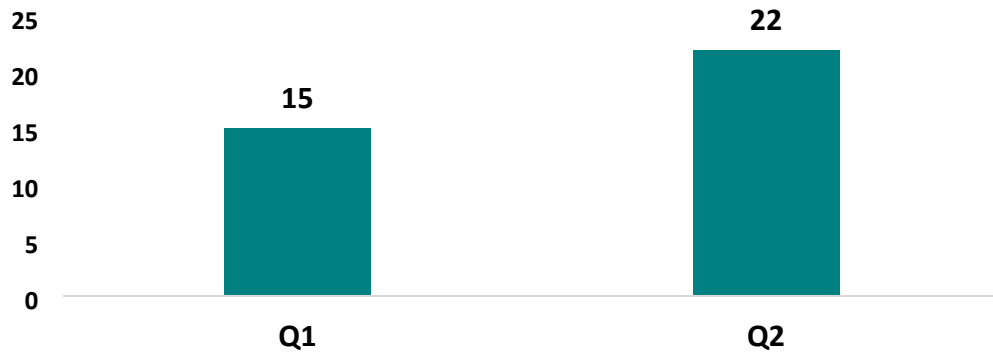
Allocation of Social Housing

Cardiff Housing Waiting List at end of Q2– 8,204

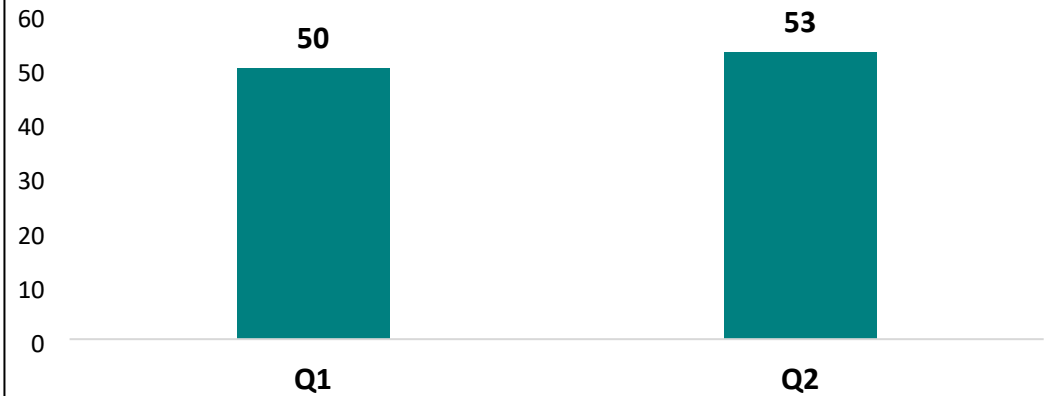
Number of Lets In Quarter



Total Number of Properties in the Welsh Government Leasing Scheme



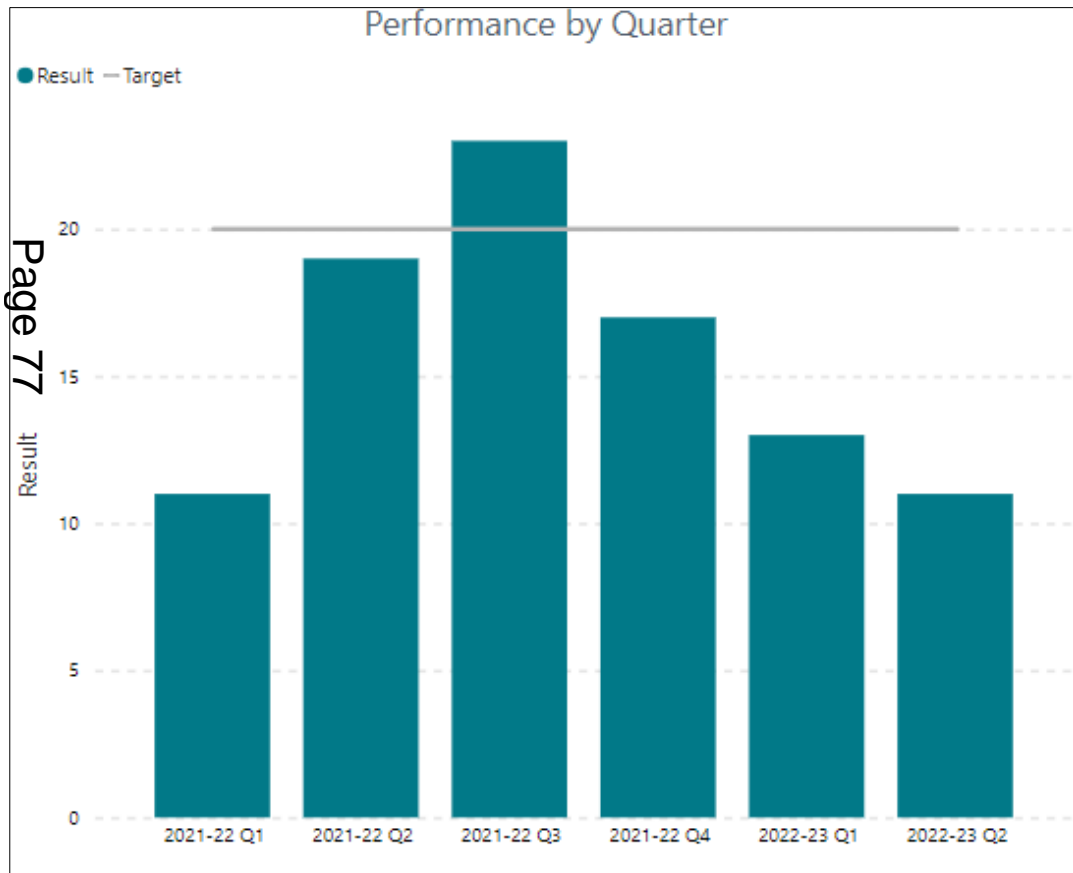
Clients Supported into the Private Rented Sector



Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The total number of rough sleepers in the city	N/A	17.5	<20	13	11

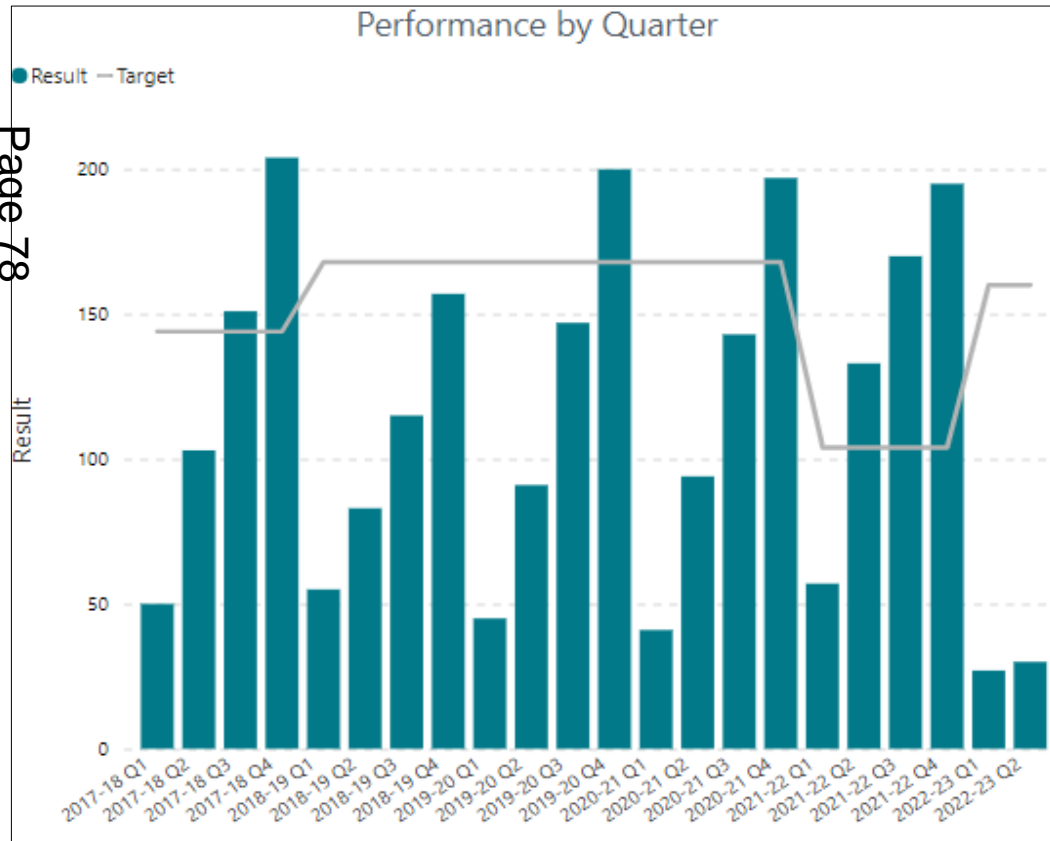


Rough sleeper numbers in the city remain low. The figure at the end of Q2 (11) is 42% lower than the 19 recorded at the end of Q2 2021/22.

Wellbeing Objective: Supporting People Out of Poverty
Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The number of rough sleepers supported into accommodation	197	195	160	27	30

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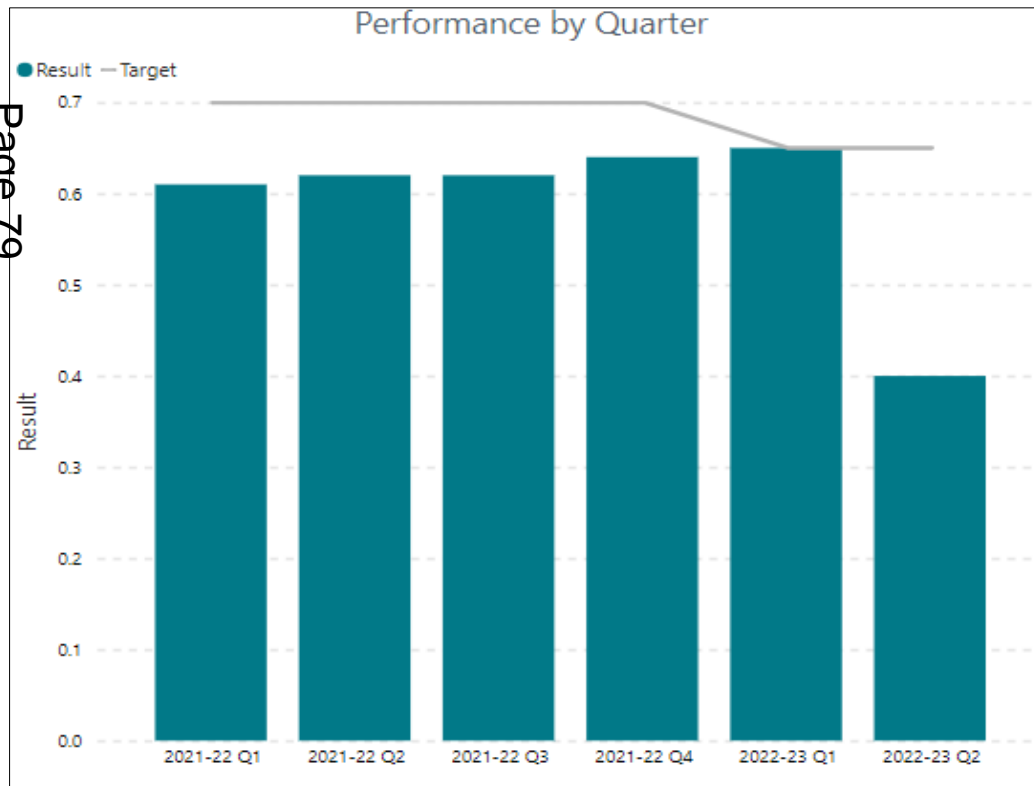
The figure remains under target, however with less rough sleepers in the city, there are less people to support into accommodation.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of rough sleepers housed in the previous month who have maintained their accommodation	N/A	62%	65%	65%	40%

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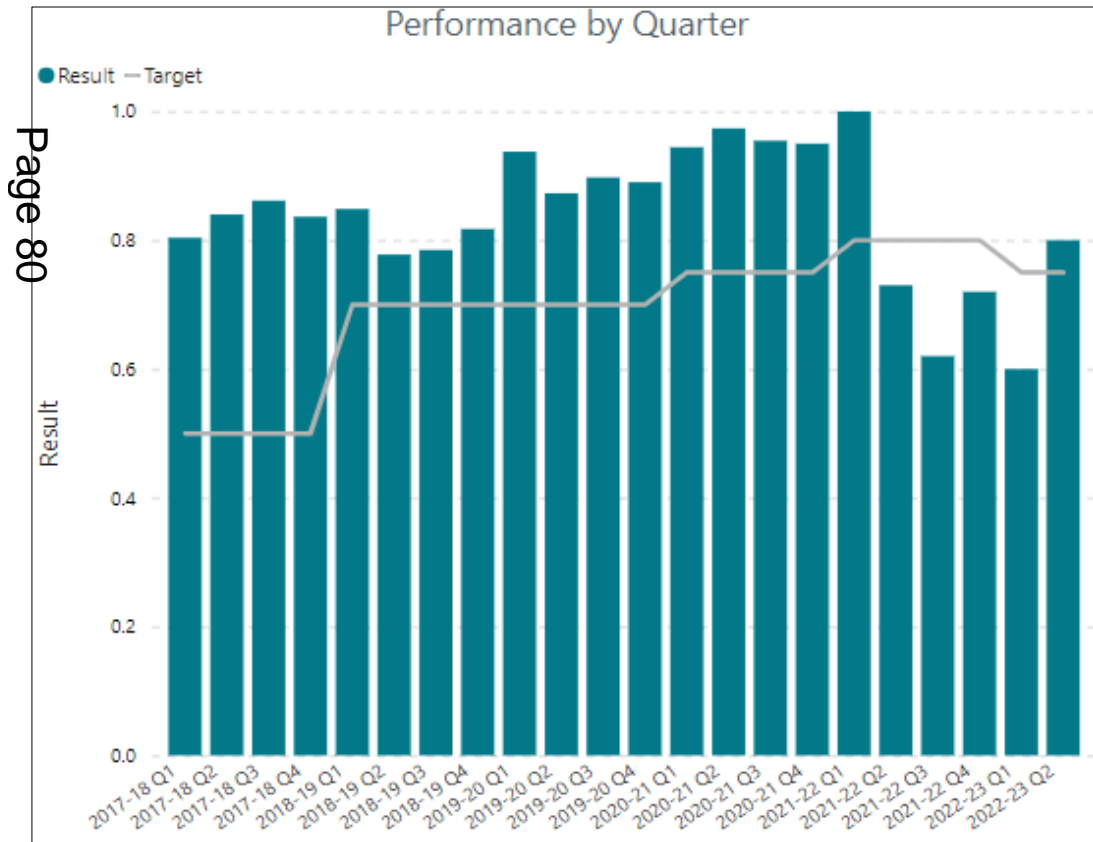
The service has been engaging with a cohort of individuals that live chaotic lives and after considerable work by the homeless MDT were placed in accommodation. These clients have experienced the “revolving door” of homelessness - although there was success in accessing accommodation, due to their needs, they have quickly returned to rough sleeping.

The Outreach Team are reviewing each of these cases individually to see if a more tailored approach to initial placement may help this client group to maintain accommodation.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	95%	72%	75%	60%	80%

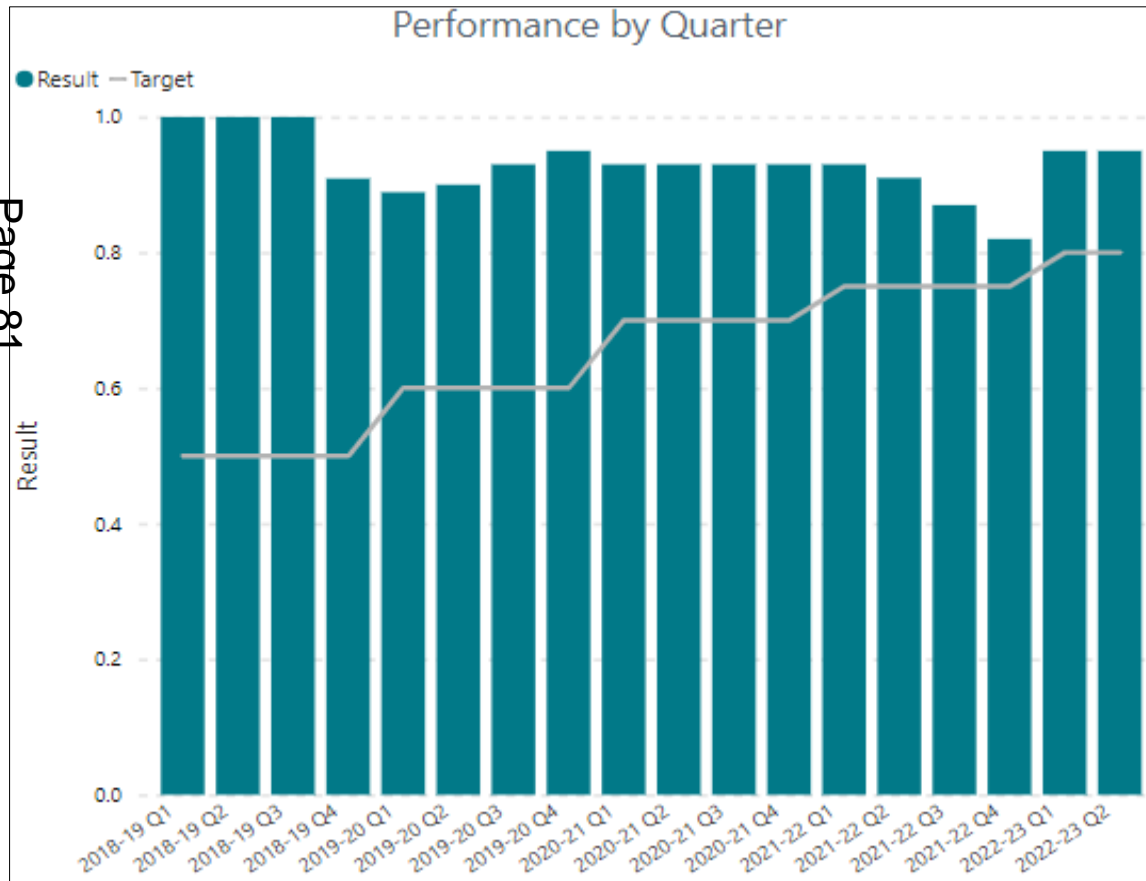


A noted improvement in successful outcomes can be seen in Q2.

Wellbeing Objective: Supporting People Out of Poverty
Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	95%	93%	80%	77%	95%

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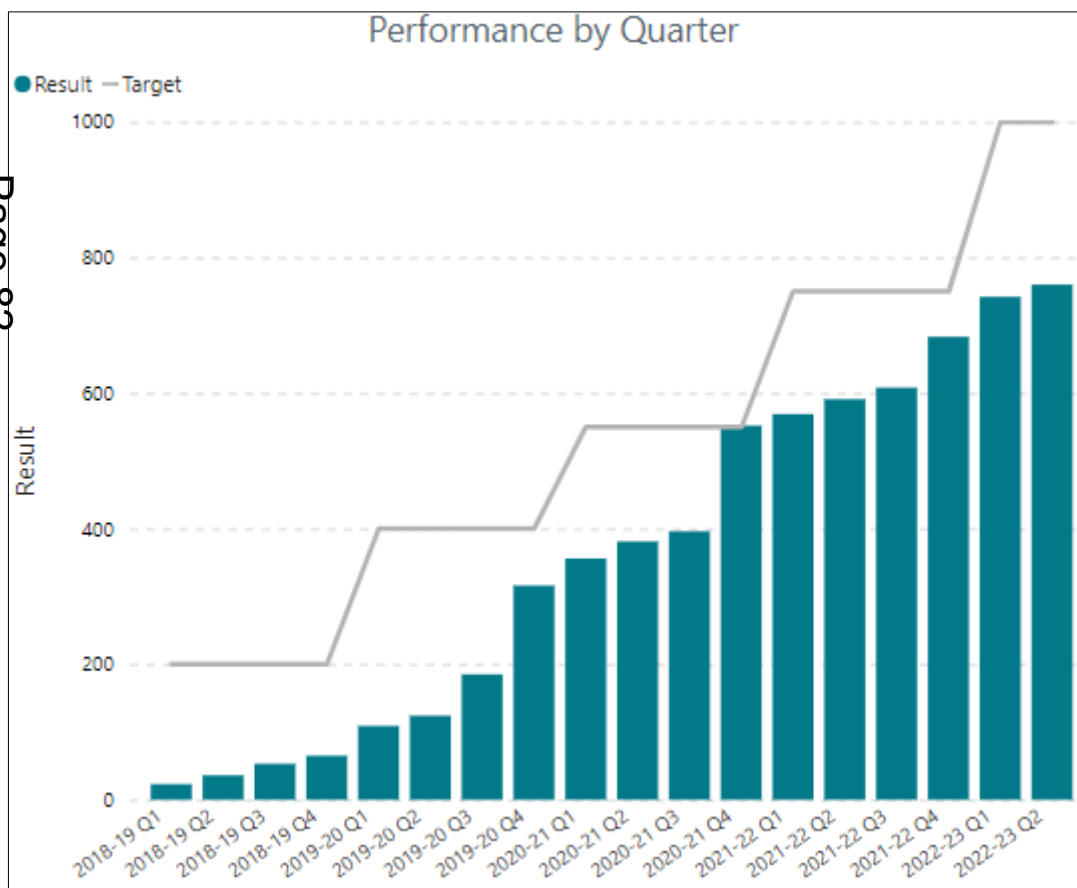


The Q1 result did not take into account tenancies that ended neutrally, for example if a service user moved from a Housing First property into care. However, these tenancies have been included in the figures for Q2 and the result now reflects all clients that have not re-entered Homelessness Services since engaging with the Housing First scheme.

Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
Total number of new Council homes completed and provided (Target to be achieved by December 2022.)	552	683	1,000 cumulative	59	18	760

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The council’s housing development programme continues to deliver new homes at scale, yet current market conditions are affecting the pace at which schemes can be completed.

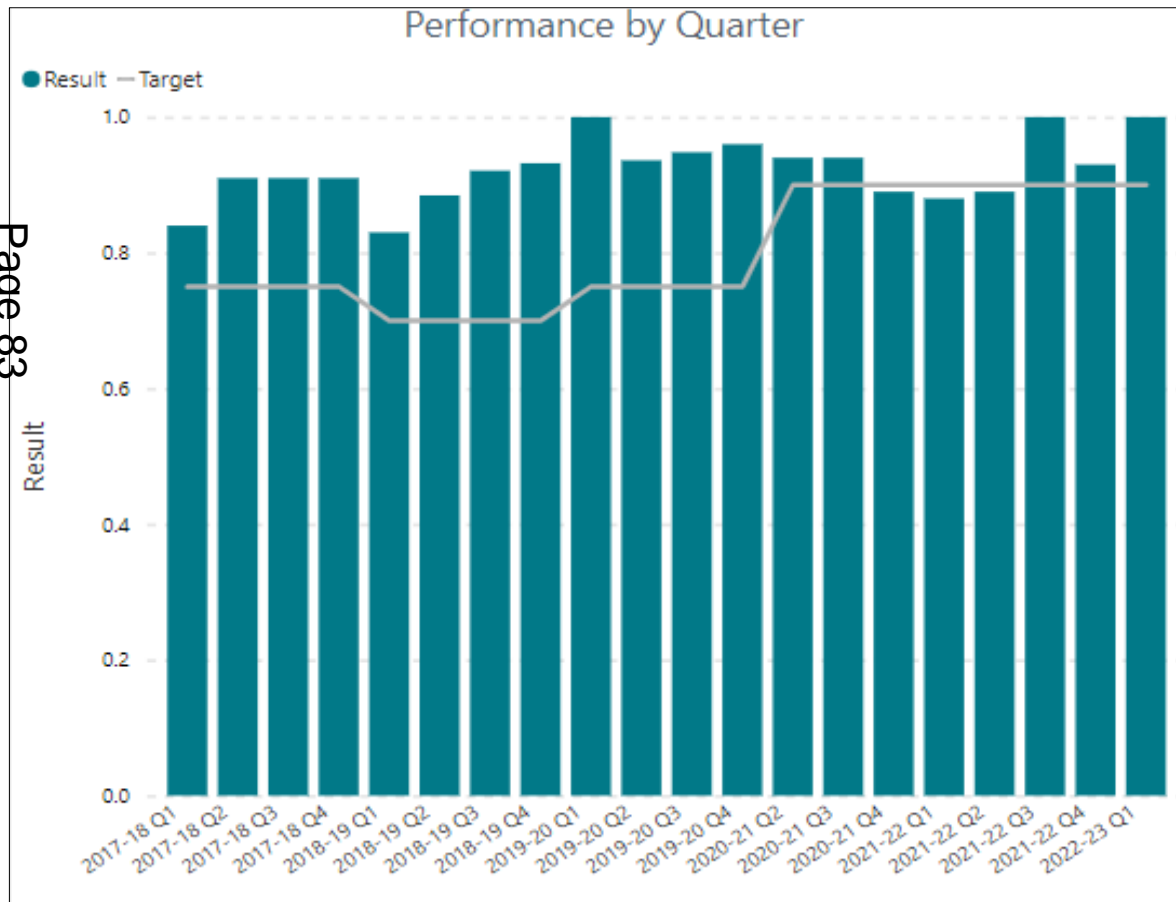
The sector as a whole is being affected by the knock-on effects of the pandemic and the increasing costs of energy and materials.

A number of well-established contractors have recently ceased trading due to the financial uncertainty of the construction market meaning that the pool of contractors building affordable homes is decreasing and is far more stretched than it used to be. We are finding the tendering process for new projects to be slower than normal and are seeing a lack of interest for some of our projects. Although we have completed over 700 new homes to date and we have a further 450 new homes currently being built on site, we are experiencing delays to our programme. We had two significant projects with Jehu (total of 101 new homes) who recently ceased trading. These schemes will need to be re-tendered.

Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of residents satisfied with completed regeneration projects	89%	93%	90%	100%	N/A

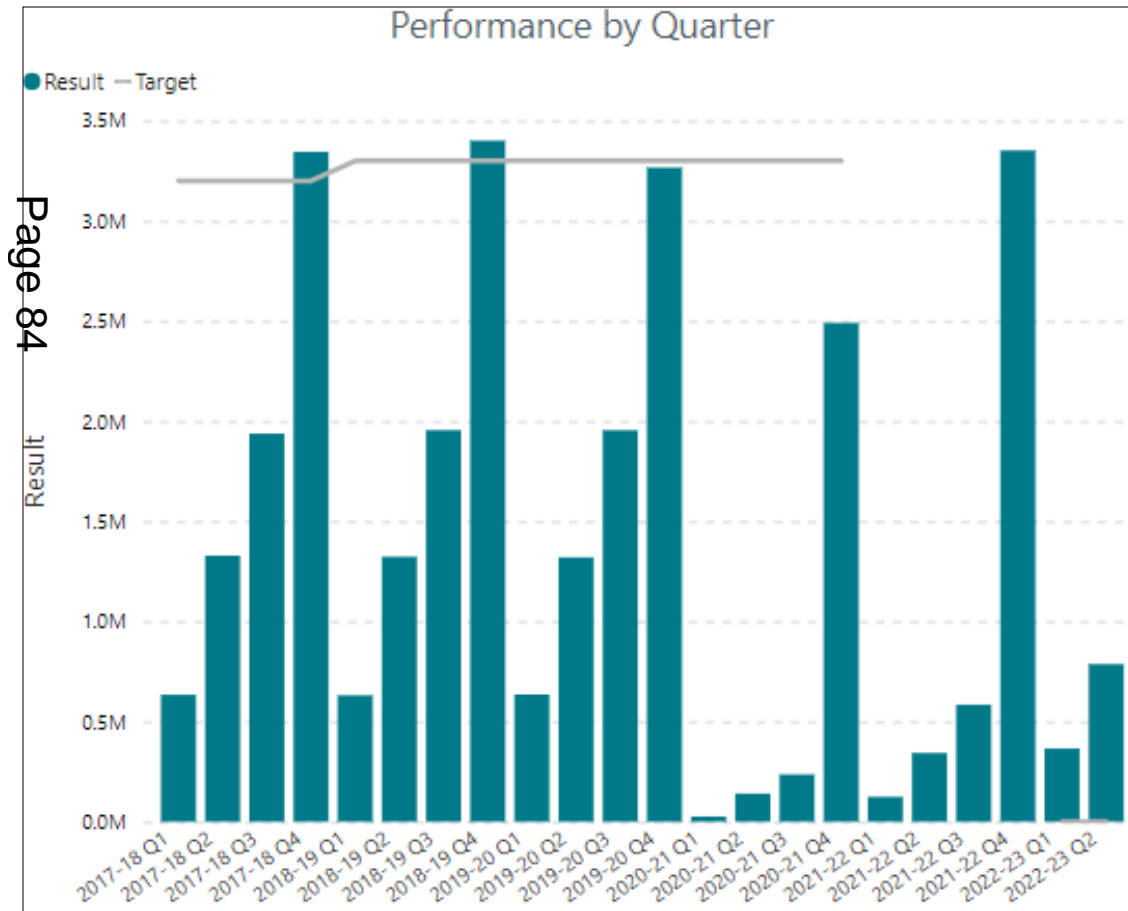
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No surveys were completed in Q2 as no regeneration schemes were completed.

Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
The number of visitors to libraries and Hubs across the city	282,934	858,592	Monitor KPI, but no target set	365,268	421,495	786,763

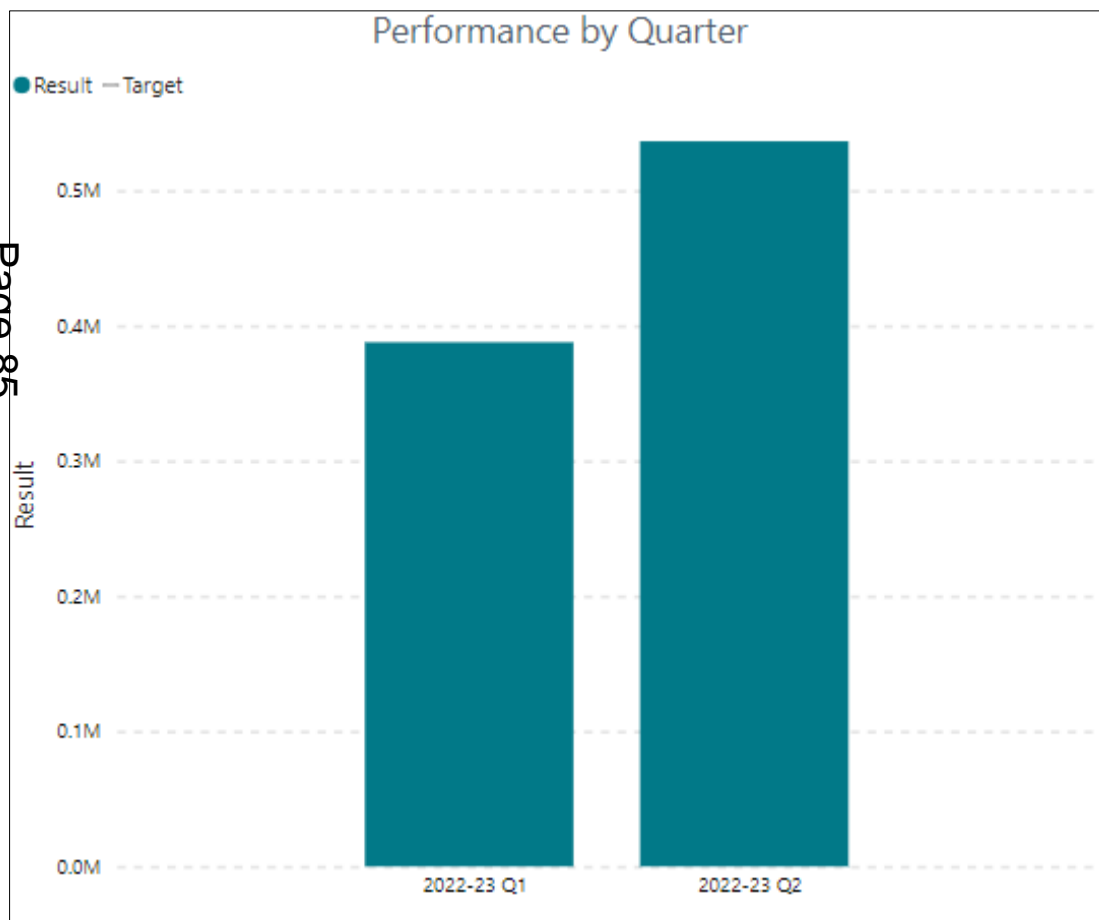


There has been a 15% increase in the number of visitors to Hubs and Libraries between Q1 and Q2 of this year.

Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
The number of books borrowed from libraries and Hubs across the city	115,758	831,835	Monitor KPI, but no target set	387,764	148,692	536,456

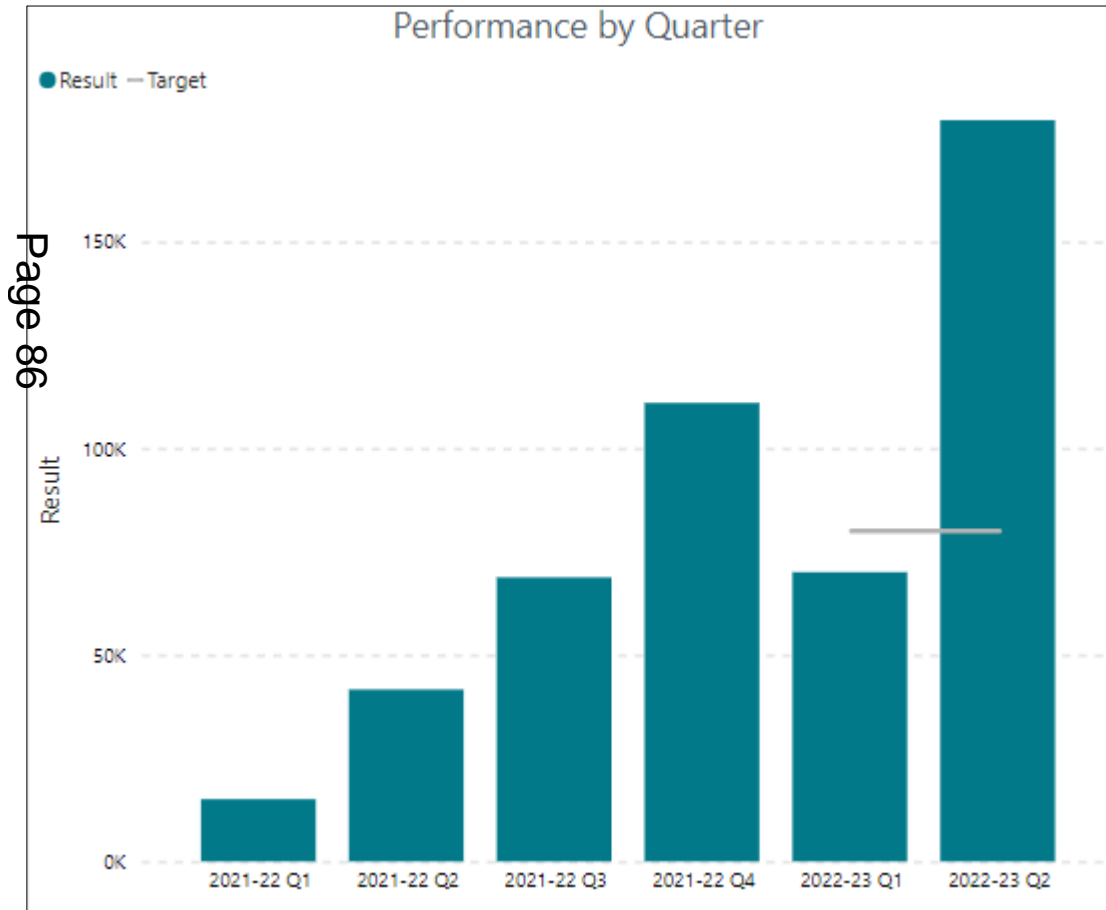
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In Q2, automatic renewals which were switched on during the pandemic so that people did not need to attend the hub or library to renew a book, have now ended. This has led to a reduction in the number of borrowed books recorded.

Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

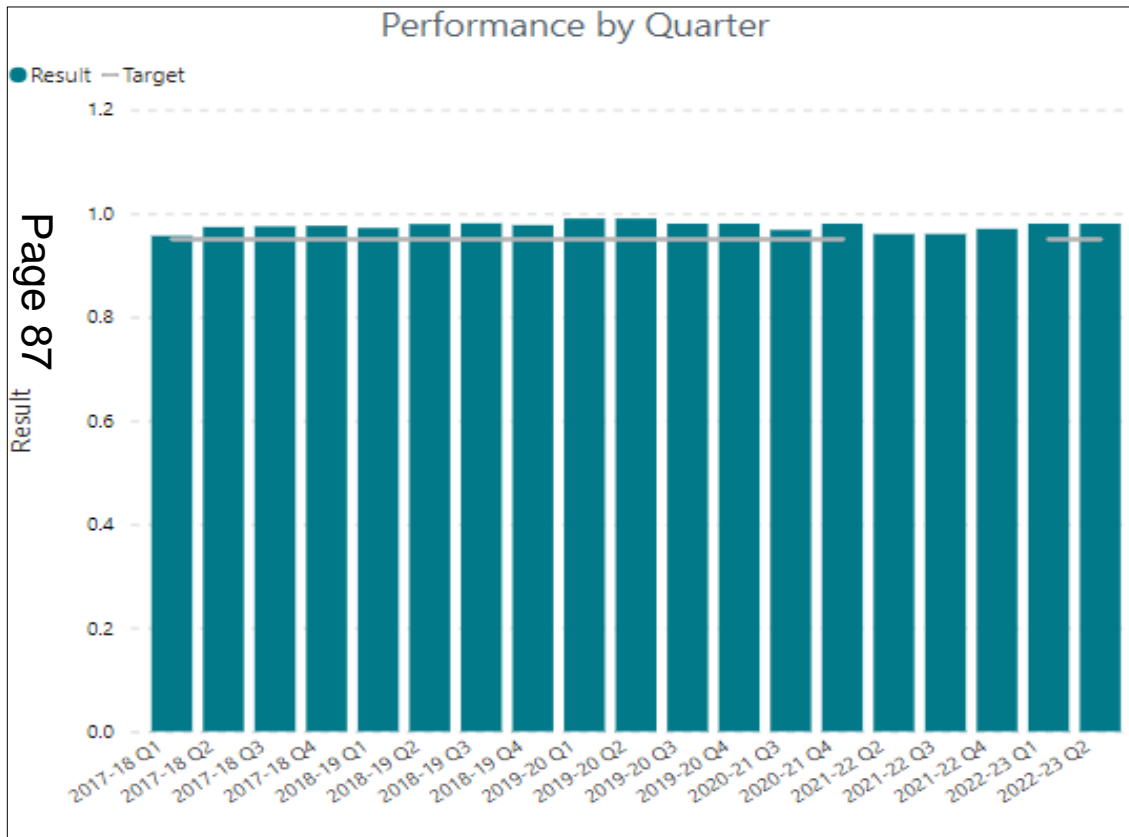
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
The number of page views on the Hubs website	N/A	111,006	80,000	70,043	109,413	179,456



Views on the Hub Website have increased by 56% between Q1 and Q2. The result is 334% higher than at Q2 of 2021/22.

Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

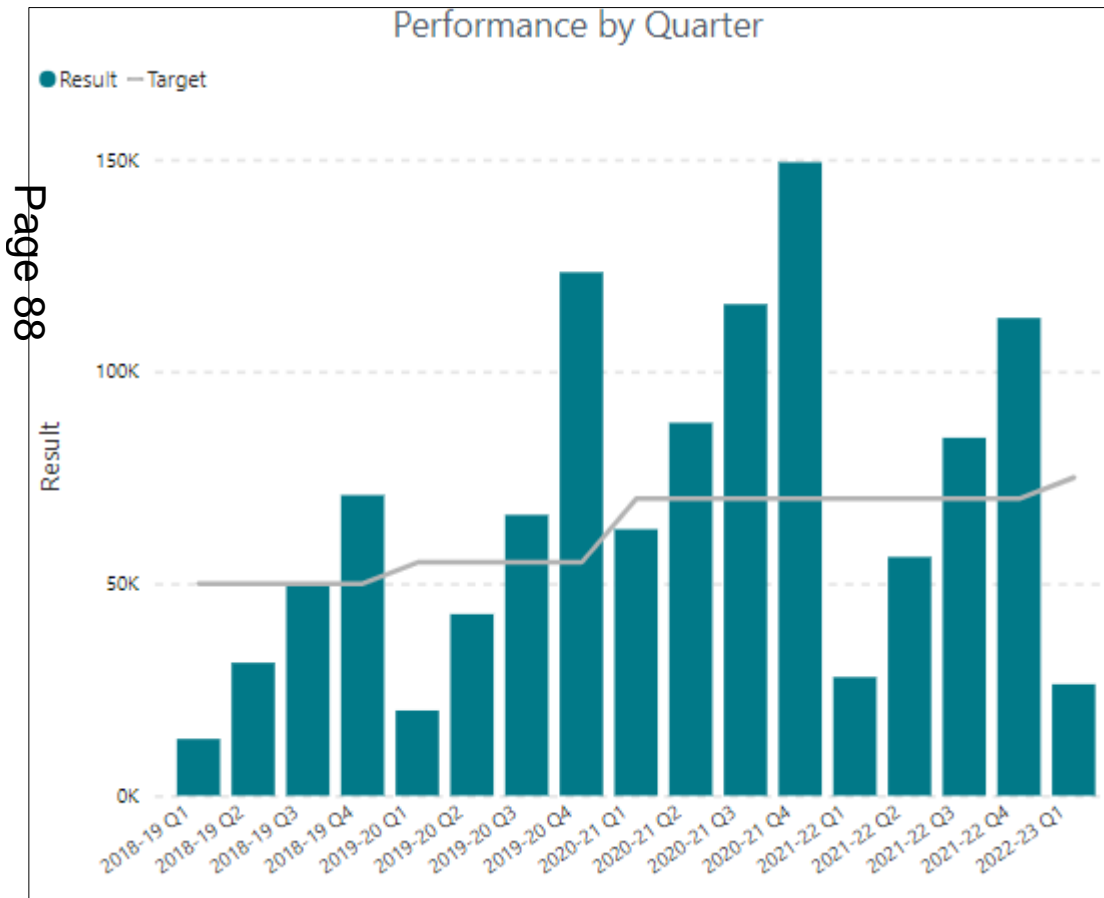
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'	97.9%	96%	95%	98%	98%



The result for this KPI is consistently high demonstrating the success of the Community Hubs.

Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

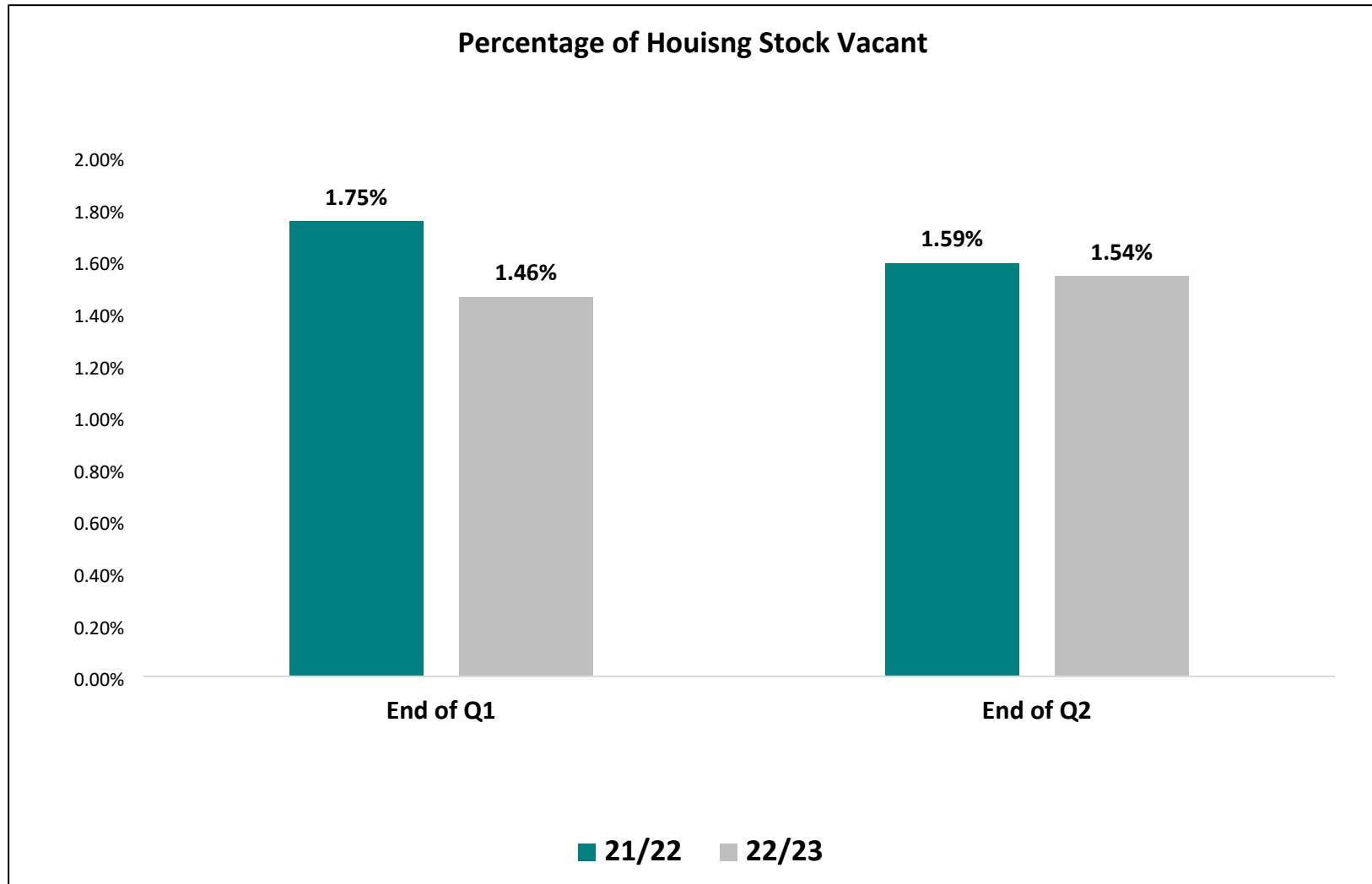
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
The number of visits (page views) to the volunteer portal	156,153	112,622	75,000	26,275	12,541	38,816



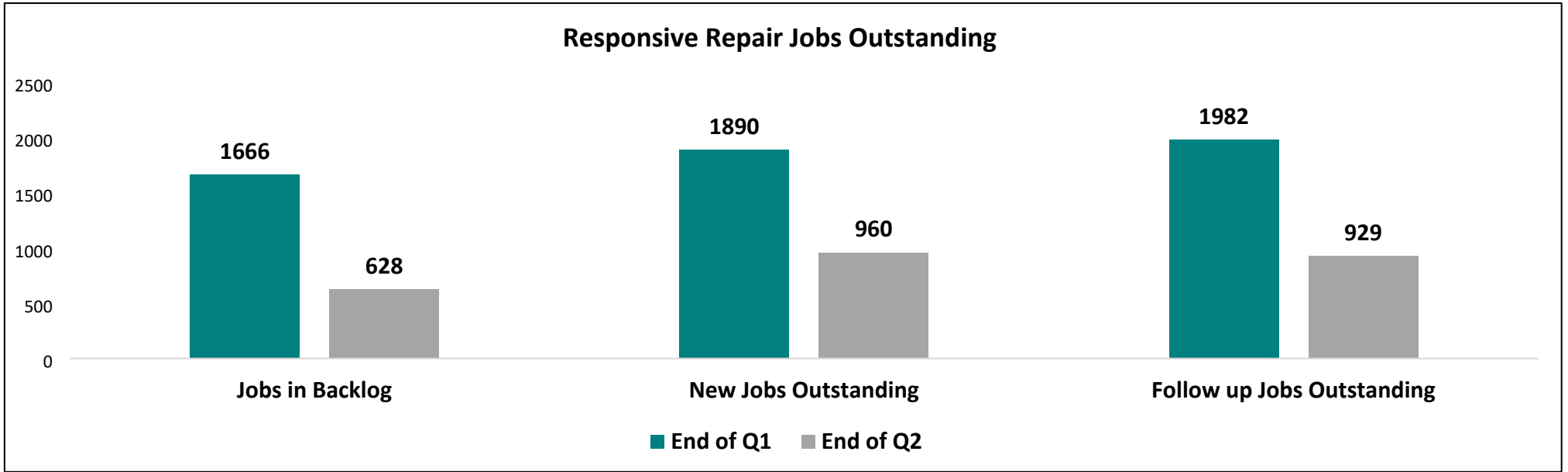
This figure has dropped significantly between Q1 and Q2.

From Q2 the Council's Web Team provide this figure. The team have moved their sites over to the new version of Google Analytics, as the existing one is expiring in July 2023. This technical issue may be contributing to the decline in visits recorded. The situation will be monitored over the next few weeks.

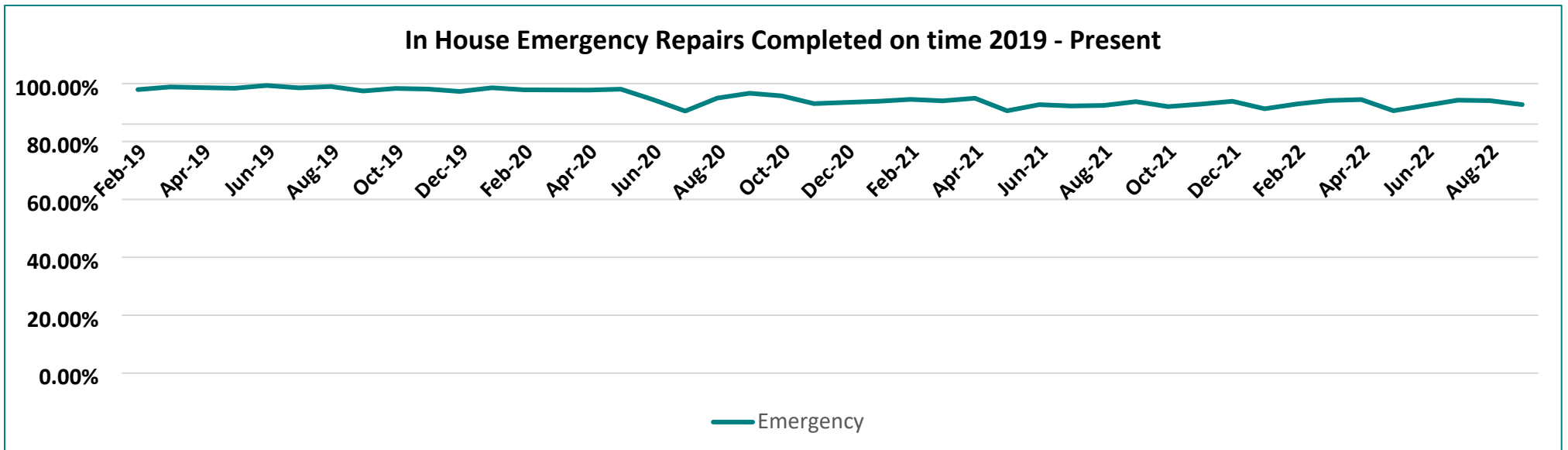
Maintaining our Housing Stock – Core Data Q1 & Q2



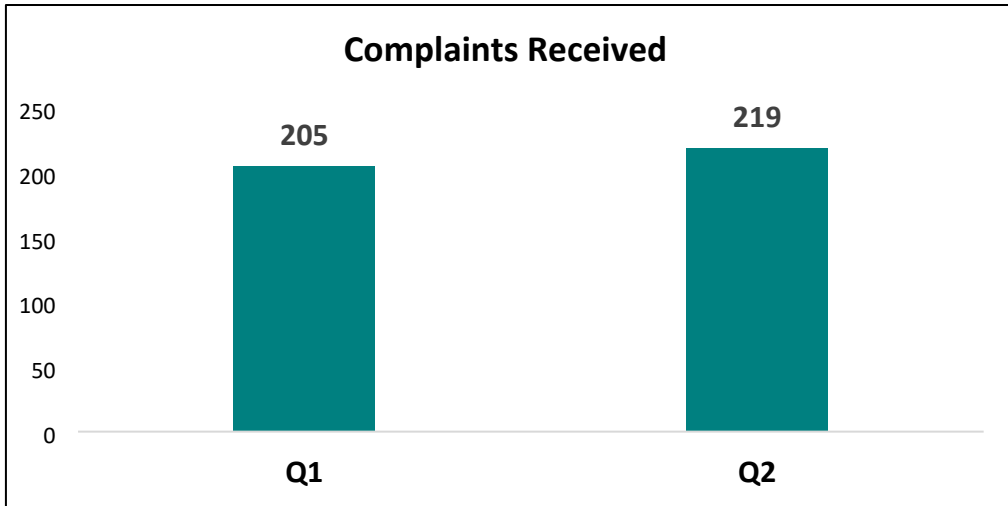
Responsive Repairs – Core Data Q1 & Q2



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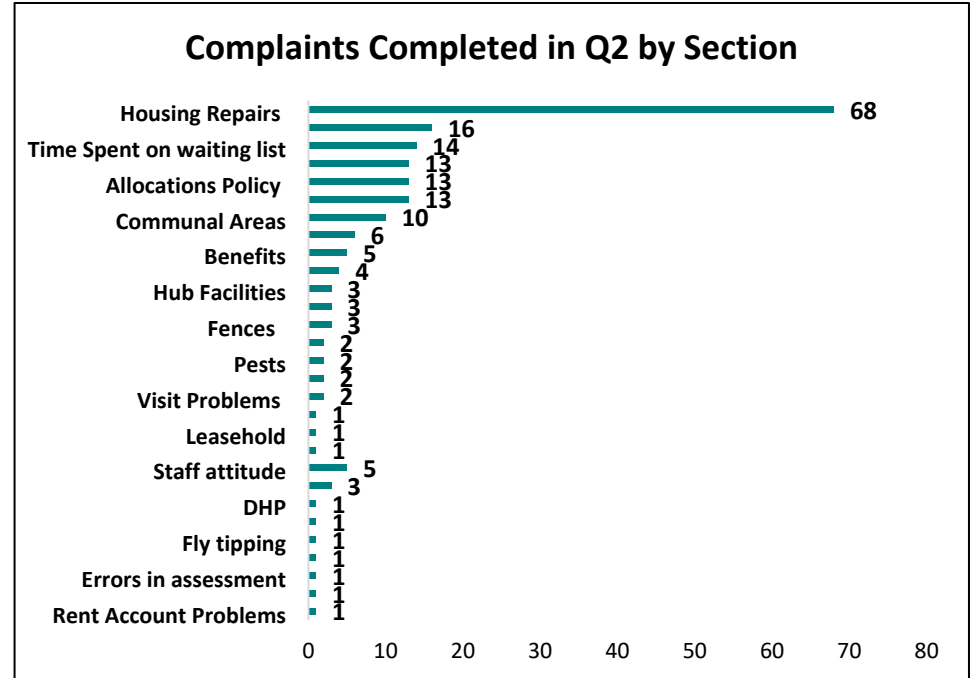
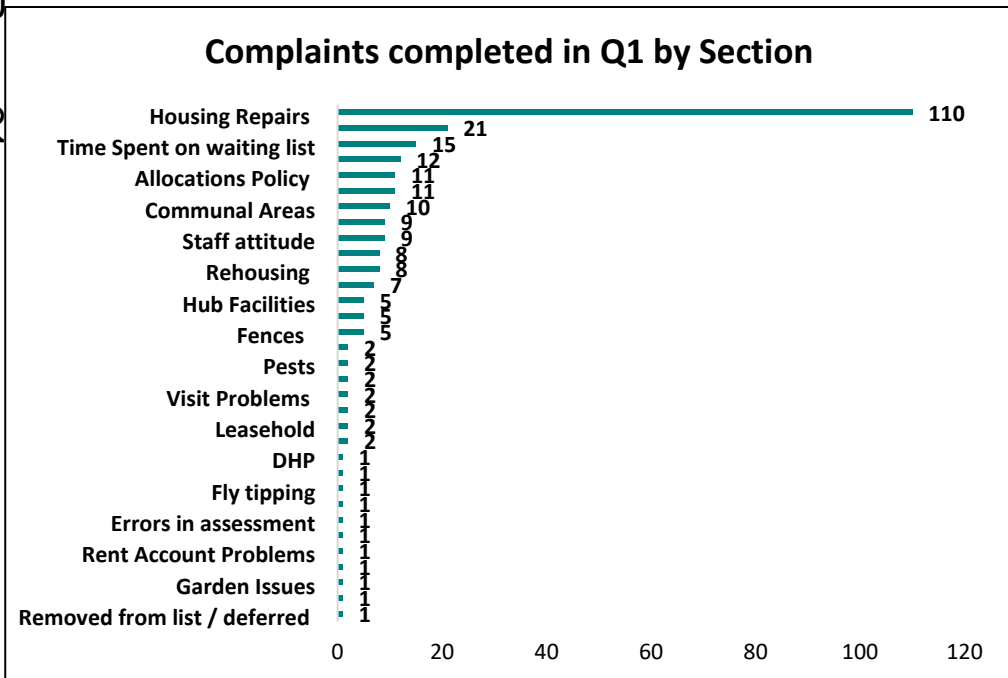
Housing & Communities Complaints



The largest number of complaints completed across both quarters concern housing repairs, however these figures must be looked at against the total number of repair jobs completed.

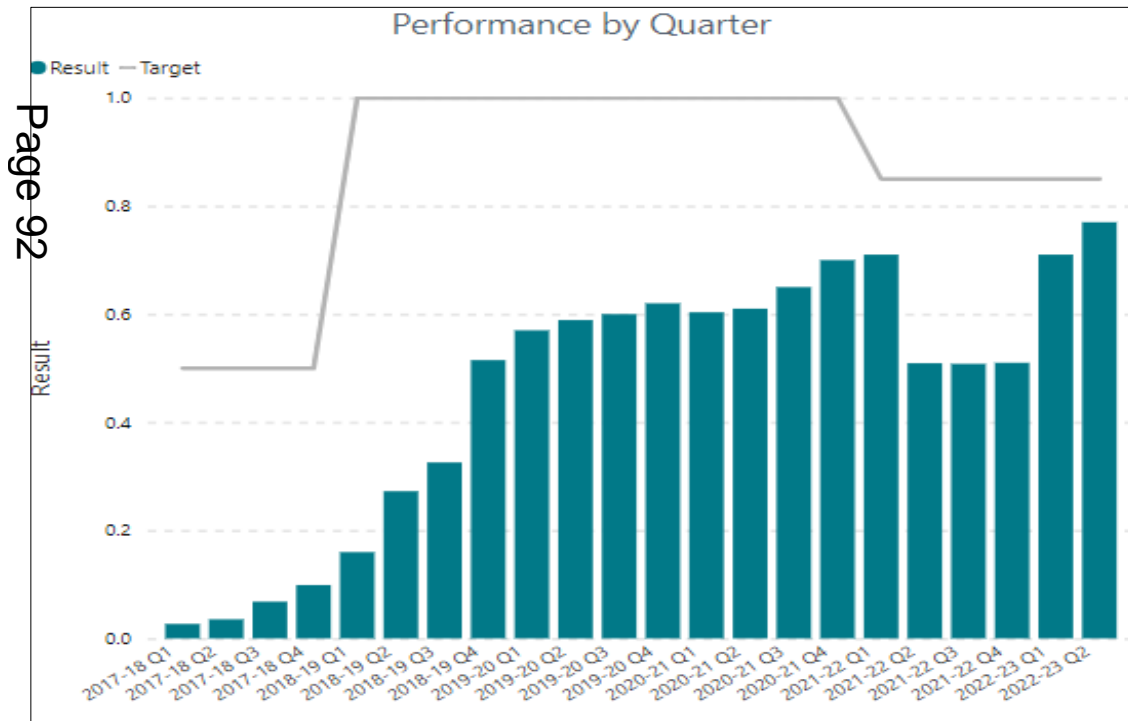
In Q1, 110 housing repair complaints were completed, however a total of 11,818 repairs were completed.

In Q2, 68 housing repair complaints were completed, however a total of 12,125 repairs were completed within the quarter.



Wellbeing Objective - Safe, Confident and Empowered Communities
Creating Safe and Inclusive Communities

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	70%	N/A	85%	71%	77%

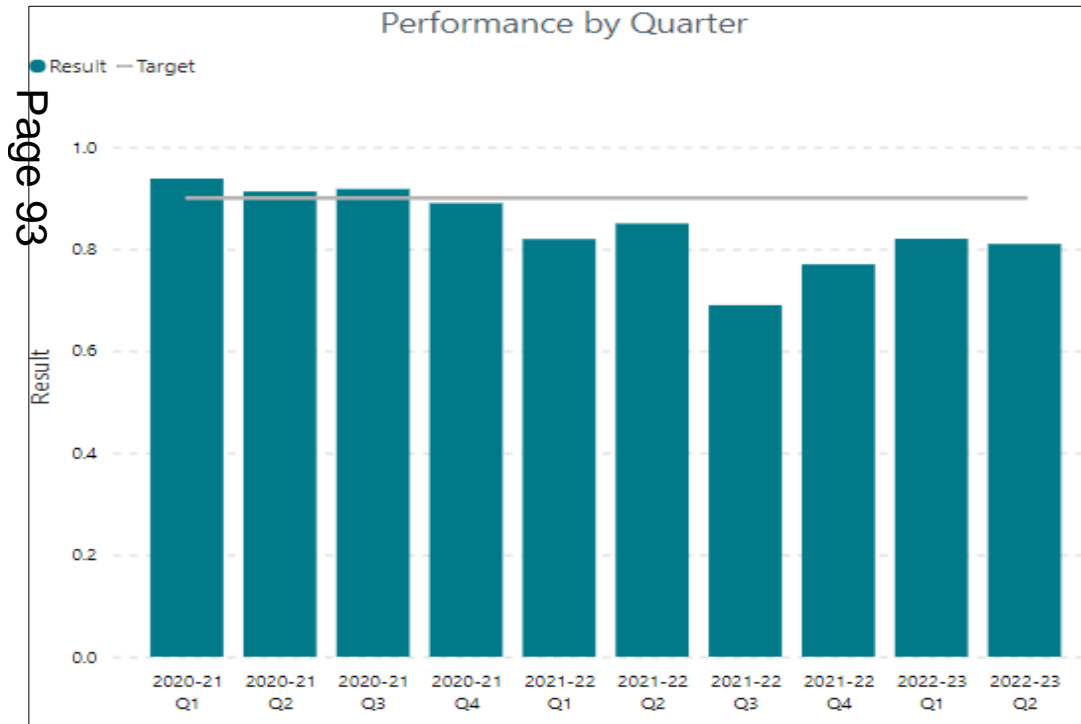


An improvement has been seen in Q2, however this indicator is still under target.

The figure is affected by the number of people who have received the training but then left the Council as this brings the result down. Work continues to offer to support to those who have not yet completed the module.

Wellbeing Objective - Safe, Confident and Empowered Communities
Creating Safe and Inclusive Communities

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of referrals from South Wales Police regarding high-risk domestic abuse victims, where contact has been attempted by the specialist service within one calendar day of receiving the referral	89%	77%	90%	82%	81%



Q2 has seen an improvement on the results Q3 and Q4 of 2021/22, this is despite the RISE service still struggling with recruitment. There are still some vacancies in the duty team and the staff they have appointed are currently being trained.

It is anticipated that a further improvement will be seen in future quarters as trained staff will then be fully operational.

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STRONGER
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CASSC

Housing & Communities

Q2 DDP Performance Report

November 2022



#GweithioDrosGaerdydd
#GweithioDrosochChi

#WorkingForCardiff
#WorkingForYou

Wellbeing Objective 3 - Supporting People Out of Poverty

Corporate Plan Commitment

Commitment	Update
<p>Ensure support is available for people impacted by the pandemic and the migration to Universal Credit by:</p> <ul style="list-style-type: none"> • Ensuring Hub and advice line staff are aware of all schemes available to provide support to residents who have seen a reduction in their income due to Covid; • Ensuring all Hub and advice staff are trained to be able to support clients who are being migrated from legacy benefits to Universal Credit from September 2022; • Continuing to promote the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness as well as providing advice and guidance; • Working closely with Cardiff Foodbank to better understand the causes of food poverty and improving pathways to support; • Building on the “Together for Cardiff” initiative to improve access to the new fuel poverty scheme – delivered in partnership with local businesses and ACE (Action in Caerau & Ely) and co-ordinated through the Money Advice Team – by October 2022. 	<ul style="list-style-type: none"> • All Hub staff have had new / refresher training on the triage process, audits and secret shopping audits are being carried out. • Together For Cardiff funding has been boosted, however there is more work to be done with the Employer Liaison Team to increase donations.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Update
<p>Understand and respond to the Impact of the migration to SAC on Housing Benefit / Council Tax Reduction Scheme case workloads.</p>	<ul style="list-style-type: none">• The Council Tax Reduction Scheme is currently at expected levels and no downward trends have been identified.• However, the DWP identified a decline in the number of pensioners applying for support (and ran a successful take up campaign) so an action plan is being drafted to run a pensioner specific CTRS take up campaign in Cardiff.• Notifications continue to be dealt with in a timely manner, the DWP have confirmed that the Work Coaches discuss CTR as part of the interview and evidence gathering.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Update
<p>Administer and promote additional funding schemes including New Welsh Government hardship / funding schemes / Discretionary Housing Payment</p>	<ul style="list-style-type: none">• New procedures have now all been created, agreed, approved by internal audit and implemented for all additional funding schemes.• Over 1,500 take up letters have been sent to promote the new schemes / Cost Of Living Discretionary schemes with over 1,200 resulting in payments to date. This is over £500,000 of additional support that's been paid to people in need.• Take up work will continue to ensure that as many people as possible are made aware of these schemes and helped• The spend/budget is reviewed on a weekly basis

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update (1 of 2)
<p data-bbox="71 654 122 816">Page 99</p> <p data-bbox="71 282 1182 428">Deliver the strategic priorities within the new Housing Support Programme strategy including developing a detailed Rapid Rehousing Transition Plan by September 2022 to:</p> <ul data-bbox="71 496 1243 1130" style="list-style-type: none"><li data-bbox="71 496 1192 645">• Greatly improve the offer to private landlords, extending the range of incentives available and promoting the leasing schemes;<li data-bbox="71 714 1243 811">• Increase move-on options for single homeless people, including the development of managed housing schemes;<li data-bbox="71 879 1166 976">• Increase Housing First provision and the access to intensive support in the community;<li data-bbox="71 1045 1233 1130">• Extensively promote and support mutual exchanges to address housing need among social tenants.	<ul data-bbox="1274 282 2466 1302" style="list-style-type: none"><li data-bbox="1274 282 2466 462">• The provisional Rapid Rehousing Transition Plan report is largely completed, pending input from finance with regards to the costs for homelessness services during the plan. The Plan will be taken forward to cabinet in March 2023 and submitted to Welsh Government prior to this.<li data-bbox="1274 474 2466 873">• We have completed our rebranding of the PRS Service. LETS / LLETY was launched at the National Landlord Investment Show in September. Alongside this we have a number of publicity methods we are currently utilising. This includes social media, bus stops and bus backs alongside adverts in Property Mail. The Council internal website is being updated to reflect the changes and advertise the incentives available. The Cardiff Housing website is due to be completed by December 2022, meaning we will have a further publicity drive in the new year directing prospective landlords to that website.<li data-bbox="1274 885 2466 1119">• The service has been working on moving any clients in temporary accommodation under the Homeless Leasing Scheme (HLS) to permanent clients where suitable to do so. We do have a number where this is not possible due to overcrowding / under occupying or properties not being an area of choice.<li data-bbox="1274 1130 2466 1302">• Conversations continue to happen with landlords on the Homeless Leasing Scheme regarding their options of schemes under the Authority and this has proven to be successful with landlords who were choosing to leave the HLS, now coming on board to LETS.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update (2 of 2)
<p data-bbox="71 278 1184 428">Deliver the strategic priorities within the new Housing Support Programme strategy including developing a detailed Rapid Rehousing Transition Plan by September 2022 to:</p> <ul data-bbox="71 492 1235 1135" style="list-style-type: none">• Greatly improve the offer to private landlords, extending the range of incentives available and promoting the leasing schemes;• Increase move-on options for single homeless people, including the development of managed housing schemes;• Increase Housing First provision and the access to intensive support in the community;• Extensively promote and support mutual exchanges to address housing need among social tenants.	<ul data-bbox="1274 278 2471 1399" style="list-style-type: none">• Early indications from TA analysis is that we are not in a position to begin reducing Homeless Leasing Scheme stock. Where possible however, properties that are being highlighted as suitable accommodation for tenants are being offered in accordance with housing legislation which is naturally reducing the overall stock.• The first managed accommodation scheme was handed over in June 2022 Since that date we have rapidly moved residents in from Frontline Supported Accommodation to bring the building to capacity. In doing so we have made an impact on providing further availability within Supported Accommodation settings for those in need to access accommodation.• The service has offered support to Adult Services for 11 residents to move from Care settings. The Ukrainian refugee service has been to provided with 5 flats to house adults who have arrived in the UK.• The scheme is currently staffed at a ratio of 1 Concierge and 1 member of support staff. This has allowed for smooth day to day operations. Staffing structure plans are ongoing with a view to add an additional member of support staff. This continues to be monitored and reviewed. Good partnership working is in place with Care company Adferiad who provide support to the 11 Adult Services residents. The data protection phase of the new mutual exchange portal is still ongoing. This is a more complex process than first realised but it is hoped that this will be finalised shortly. The system can then go live alongside promotion of the service via social media and other methods.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<p>Encourage early take-up of housing advice and homeless prevention services by:</p> <ul style="list-style-type: none"> Developing and implementing a communications plan by July 2022 to widely promote the help available to prevent homelessness; <p>Increasing the accessibility of specialist housing advice, mediation, and prevention services by providing these through the Community Hubs by August 2022;</p> <ul style="list-style-type: none"> Reviewing the prisoner and hospital discharge pathways to ensure they are working effectively by December 2022. 	<ul style="list-style-type: none"> Housing Helpline has now been relocated to County Hall. Prevention Team aligned with Advice Services at the end of September 2022; an action plan has been implemented to address the efficiency of the service including the split of monitoring stats and trays with the Assessment team. A full audit of all prevention cases is underway, and a staff training plan being created. The hospital pathway will shortly resume in full. Recruitment for the Prevention (Mental Health) role now finalised and new officer in post who is undertaking a training plan. Weekly surgeries are currently carried out by the Mobile Assessment Officers. These take place on a Thursday morning, and officers will identify any patients who need an assessment to facilitate move-on. Hospital Discharge mailbox set up, and process set up to record demand. Monthly meetings set up with Health to progress improvements to the pathway. Developments have been made to facilitate a broader range of outcomes/reporting so these can be added to the Assessment Dashboard moving forward. The Prisoner Pathway is working well. A new resettled team, Forward Trust, has provided improvements and weekly meetings are ongoing to ensure any issues are quickly resolved. Difficulty implementing the current CAS3 model – this is to be resolved

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<p data-bbox="71 586 122 768">Page 102</p> <p data-bbox="71 279 1238 372">Embed an assessment/ triage approach for all those presenting as homeless by:</p> <ul data-bbox="71 444 1238 915" style="list-style-type: none"><li data-bbox="71 444 1238 586">• Ensuring need is properly identified for both individuals and families, and that housing and support plans are tailored to individual need;<li data-bbox="71 658 1238 758">• Ensuring our family homeless centres offer appropriate support by working with Early Help and other partners;<li data-bbox="71 815 1238 915">• Reviewing the success of the Single Homeless Assessment Centre and consider future development of the scheme.	<ul data-bbox="1276 279 2461 1215" style="list-style-type: none"><li data-bbox="1276 279 2461 365">• Personal housing plans have been reviewed to ensure best practice and work to improve the plans for single people are ongoing.<li data-bbox="1276 372 2461 551">• A review of the assessment process for families has started and is ongoing, however, the current growth of the service and barriers to recruitment mean that we still don't have a full team which has impacted and delayed the review. This will be completed by Q4.<li data-bbox="1276 558 2461 836">• A training needs analysis hasn't yet been carried out, again due to rapid expansion, response to the Ukrainian crisis and not having appropriate levels of staff across the service. The Training Officer post within the project team hasn't been recruited and with the ongoing expansion the creation of a Development Officer is being considered. It is aimed to have this completed by Q4.<li data-bbox="1276 843 2461 1215">• The well-being assessment provides an opportunity to complete quality in-depth support needs assessments that can provide the basis for specialist intervention from the Homelessness MDT team. The well-being assessment is now embedded as part of the homeless process and is the primary referral document for those moving through homelessness. Feedback from partner organisations has been positive and the in-depth nature of the assessment ensures that services users do not have to undertake this process more than once.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update (1 of 2)
<p>Ensure that the complex needs of homeless people are met by:</p> <ul style="list-style-type: none"> • Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate; • Ensuring that appropriate health and support services are available in hostels and supported accommodation; • Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer; • Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities. 	<ul style="list-style-type: none"> • Until recently access to mainstream services was continuing to prove problematic and static, however there is now a steady stream of people moving from RAPS into mainstream services and particularly CAU (Cardiff Addictions Unit). The current engagement and in treatment rate for the RAPS project is 88%. • CAVDAS are the new service provider for substance misuse services in Cardiff and they provide six practitioners to work as part of the Homelessness MDT ensuring that there is a direct link into mainstream services. This working relationship will be reviewed throughout the remainder of the year. • A role specific training plan is under development for managers. These are assessed and reviewed based on checklists developed for daily, weekly, and monthly checks. That has provided a structured training and development to the management team. Ideal courses have been identified that will be delivered to ensure confidence in new starters, ahead of recruitment for Senior Supported Accommodation Officers scheduled for Q3.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update (2 of 2)
<p>Ensure that the complex needs of homeless people are met by:</p> <ul style="list-style-type: none"> • Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate; • Ensuring that appropriate health and support services are available in hostels and supported accommodation; • Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer; • Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities. <p>Page 104</p>	<ul style="list-style-type: none"> • We have reviewed current training requirements and created a colour coded system which highlights the percentage of the staffing team who have attended compulsory training, allowing the service to set objectives and create targets. This system supports managers to easily review which staff members are fully trained in essential areas such as Fire Warden training and Emergency First Aid training to ensure there is adequately trained staff on each shift • A role specific training plan including full induction has been created for the Supported Accommodation Officer role for both day and night posts. This includes a service wide induction and a site-specific induction for each project. As many staff joined the service during the Covid-19 pandemic when training and inductions were limited, inductions are being delivered to both current staff and new starters.

Wellbeing Objective 3 - Supporting People Out of Poverty

Commitment	Update
<p data-bbox="71 282 1090 318">Improve the quality of our supported accommodation by:</p> <ul data-bbox="71 389 1243 911" style="list-style-type: none"><li data-bbox="71 389 1243 532">• Delivering the planned supported housing scheme for single people at Adams Court, with the first phase completed by April 2022 and final completion by December 2022;<li data-bbox="71 604 1243 746">• Delivering the new family homelessness centre at the Gasworks by June 2022 and progressing with the construction phase of the scheme at Harrison Drive by March 2023;<li data-bbox="71 818 1243 911">• Phasing out accommodation that no longer meets the required standards.	<ul data-bbox="1274 389 2466 1189" style="list-style-type: none"><li data-bbox="1274 389 2466 532">• The Emergency accommodation that was provided by Ty Clyd was closed in line with the opening of Malvern Drive Managed accommodation scheme.<li data-bbox="1274 546 2466 689">• Work has commenced on developing individualised housing plans with partners for occupants of the schemes being phased out.<li data-bbox="1274 704 2466 903">• The list of all properties due for closure has been created and the repurpose has been discussed with the landlords. Property reviews have been compiled to review which premises can be repurposed.<li data-bbox="1274 918 2466 1061">• The phased closure meetings have commenced with the contract and gateway team. The team are working with providers to identify if any residents can remain as tenants.<li data-bbox="1274 1075 2466 1189">• 2 properties have been identified as possible suitable alternative to deliver young person provision.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<p data-bbox="78 586 122 768">Page 106</p> <p data-bbox="78 279 1110 379">Prevent youth homelessness and ensure that young people leaving care are supported by:</p> <ul data-bbox="78 451 1230 1122" style="list-style-type: none"><li data-bbox="78 451 1098 551">• Reviewing and enhancing advice and mediation services, with particular regard to young people;<li data-bbox="78 622 1149 722">• Considering targeted interventions and support for school-aged children and their families;<li data-bbox="78 793 1230 951">• Ensuring the young person’s gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;<li data-bbox="78 1022 1200 1122">• Developing the Citadel supported housing scheme for young people with complex needs	<ul data-bbox="1281 615 2466 958" style="list-style-type: none"><li data-bbox="1281 615 2466 958">• Into Work have started to provide support to the Youth Justice System. A dedicated Youth Mentor is attending offices to support staff, discuss referrals and meet young people. The Youth Mentor has also started attending Side Step – Action for Children to meet young people, most of whom are open to the Youth Justice Service.

Wellbeing Objective 3 - Supporting People Out of Poverty Directorate Delivery Plan Commitment

Commitment	Update
<p>Continue to improve our specialist pathways for refugees by:</p> <ul style="list-style-type: none">• Building on the improved communication with the Home Office regarding refugees• Working with Welsh Government and the third sector to address the issue of those with no recourse to public funds	<ul style="list-style-type: none">• Improvements have been made for information sharing for those refugees who receive a positive decision. Clients who have received negative decisions remain in Home Office accommodation at present. Information sharing for this cohort will need to be agreed by Welsh Government and the Home Office.• Regular meetings are now taking places with host providers; however, their accommodation portfolio is small, and the qualifying criteria and period of occupation will provide little accommodation.

Wellbeing Objective 3 - Supporting People Out of Poverty Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="71 588 122 773">Page 18 of 18</p> <p data-bbox="71 645 1192 811">Gain a better understanding of how homelessness affects diverse groups such as single men, those from ethnic minority communities and the LGBTQ+ community.</p>	<p data-bbox="1284 731 2283 833">Data analysis of those disproportionately affected by homelessness is continuing.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Update
<p>Expand the scale, pace and carbon-efficiency of the council house building programme by:</p> <p>Building over 4,000 new homes to include; -2,800 affordable homes; -and 1,200 homes for sale;</p> <p>Implementing an accelerated model of delivery, reducing the time it takes to get from planning approval stage to start on-site</p> <p>Decarbonising the programme, moving rapidly towards a net-zero carbon standard</p>	<ul style="list-style-type: none"> • The Cardiff Design Guide has now been updated to reflect our move towards low carbon development. The design guide will be adopted this year (December 2022). • Further to this, we are undertaking our first Net Zero Pilot Housing Project at the St Teilo’s site, this is in partnership with WG and the scheme will deliver 50 New Zero Carbon Council homes.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Update
<p>Invest in the regeneration of local communities by:</p> <ul style="list-style-type: none"> • Implementing improvement schemes for existing housing estates across the city based on the priorities identified in the current Estate Regeneration Programme; • Designing a new cohesive development and regeneration programme where it is feasible to join up new build with wider estate regeneration, providing a co-ordinated approach and delivering wider benefits to our local communities; • Securing Welsh Government Targeted Regeneration Investment Programme (TRIP) funding to deliver regeneration initiatives in: <ul style="list-style-type: none"> -The South Riverside Business Corridor and wider district and local centres; -Other schemes including the Roath and Adamsdown business corridor, and improvement schemes on Cowbridge Road East; • Implementing a further three-year programme for Neighbourhood Renewal Schemes based on ideas submitted by Ward Members; • Delivering the 'Michaelston College' multi-generational wellbeing village, delivering older person and family housing and bringing together health, housing and community facilities into one sustainable and transformational project. 	<ul style="list-style-type: none"> • Scoping work complete for Caerwent Rd/ Penmark Green- current programme fully committed. • Llanishen Park- children's play area complete, small scheme elements outstanding due to contractor supply chain issues. • 2 estate regeneration schemes are now on site- Lincoln Court & Pennsylvania. • NRS Funding- a new round of inviting ideas from local members is being prepared for the Autumn. • Initial transport modelling work complete for Cowbridge Rd East- further work to commence once resources are available. • Final layouts have been prepared for the Michael Wellbeing Village masterplan ahead of formal submission for Pre-Application Consultation with the Local Planning Authority. • A further community engagement event will be held prior to PAC being submitted. A significant amount of traffic surveys are being instructed.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Update (1 of 2)
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <p>Progressing plans for a Youth Hub in the city centre and working with partners to deliver new provision at the Ely Youth Hub;</p> <p>Working with the University Health Board on the Maelfa Health & Wellbeing Hub, Ely & Caerau Parkview Wellbeing Hub and on developing new joint Hubs on strategic planning sites;</p> <p>Collaborating with the Health Board to promote wider health benefits and screening information through the Hubs.</p>	<ul style="list-style-type: none"> • Maelfa Health and Wellbeing Hub/ Powerhouse opened in July. • Heads of terms being negotiated with Cardiff and Vale University Health Board for Ely Parkview Hub. Outline planning application submitted. • A design team has been appointed to commence work on the City Centre Youth Hub project. • Hub staff are participating in Public Health Wales (PHW) Screening Champion training, which will provide staff with the tools to talk to customers about appropriate screening programmes. The service is working in partnership with PHW and additional training opportunities for staff, including new starters will be provided when further sessions are made available. Gentle exercise classes such as Elderfit, LIFT classes, walking football/netball etc have been taking place throughout the city. Elderfit are also establishing a CIMPSA endorsed training programme and the Hub staff will be the first to access this following roll out.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Update (2 of 2)
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <p>Progressing plans for a Youth Hub in the city centre and working with partners to deliver new provision at the Ely Youth Hub;</p> <p>Working with the University Health Board on the Maelfa Health & Wellbeing Hub, Ely & Caerau Parkview Wellbeing Hub and on developing new joint Hubs on strategic planning sites;</p> <p>Collaborating with the Health Board to promote wider health benefits and screening information through the Hubs.</p>	<ul style="list-style-type: none">• Cardiff Met University carried out free Blood Pressure Testing within Hubs as part of the May Measure Month• Falls Prevention week was rescheduled due to the Queens death and will take place early in quarter 3.• Work is also taking place in collaboration with Sports Cardiff to work towards progressing Eat Well Move More including the provision of free sports equipment to children and young people via their library cards as well as staff training in the Dragon Play initiative which will align storytelling with physical activity.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities DDP

Commitment	Update
<p>Progress with delivery of Community Hubs programme - 2022 refurbishment to Rhiwbina Library.</p>	<ul style="list-style-type: none">• Current building programme has been delayed and is now scheduled for completion in mid-November. The Mobile Library is being utilised to ensure continuity of book provision and community locations are being utilised to ensure community is still receiving support and information.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Update
<p>Prepare and adopt a new Regeneration Strategy by February 2023 to support district and local centres, and 15-minute city principles including:</p> <ul style="list-style-type: none">• Aligning with funding sources such as Welsh Government's Transforming Towns Programme;• Joining up schemes and themes across the Council;• Considering housing-led regeneration projects.	<ul style="list-style-type: none">• A draft overarching framework for the regeneration of district and local centres is being worked on across a number of service areas.• Project delivery and resource pressures have slowed the timeline for this down.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Update
<p>Work in partnership with Registered Social Landlords to maximise the amount of affordable housing that can be delivered through the Social Housing Grant Programme by:</p> <p>Achieving a full spend of allocated Welsh Government funding;</p> <p>Maximising opportunities to secure additional monies.</p>	<p>Meetings have taken place with relevant senior offices, the affordable housing planning policy is be redrafted and will be discussed with Cabinet Member in November.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Update
<p>Work in partnership across the directorate and with partner Housing Associations to enable a range of specialist and supported accommodation to be delivered to respond to their associated housing needs.</p>	<ul style="list-style-type: none">• All partner RSLs have been provided with the Local Authority Prospectus for 22/23, which outlines the Council's priorities for Social Housing Grant (SHG).• The LA prospectus provides information on the priority housing need for both general and supported housing, and supported housing opportunities are discussed at individual RSL quarterly meetings.• In terms of a 5 year delivery programme, a pipeline of schemes for supported housing is being collated by the Regional Partnership Board (RPB).

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update (1 of 2)
<p>Implement the new Renting Homes Act (2016)</p>	<ul style="list-style-type: none">• The implementation of the Renting Homes Act (RHA) has been delayed until 1st December by Welsh Government.• The project plan is being re-visited on a regular basis to ensure that tasks are being worked on and completed by target dates.• Recently initiated and facilitated a Support Provider meeting with Welsh Government attendance, for a brief overview on new guidance which has been released in relation to Supported Accommodation.• Meetings will continue to be arranged with Welsh Government when clarification is required on different issues and topics.• A Cabinet Report has been developed to ensure all changes as a result of the Renting Homes Act have been clearly communicated and what impacts these will have. It will be presented to cabinet in October 2022.• Renting Homes Act overview training is still taking place to cover any staff who may have missed the training and any new starters who are now working in the sector.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Update (2 of 2)
<p>Page 118</p> <p>Implement the new Renting Homes Act (2016)</p>	<ul style="list-style-type: none">• Meetings have been taking place to decide on the practicalities of sending the new contracts to existing tenants. The different options and quotes are currently being sourced by the Digital Transformation team.• Weekly meetings are taking place with the Legal Services team to discuss queries, concerns and gain clarification on issues External legal meetings have been taking place with Hugh James solicitors on a regular basis.• Regular working groups are taking place internally to discuss processes and procedures which need to be developed or updated as a result of the Act. Meetings with other Local Authorities and Providers are taking place to ensure that issues are identified and addressed.• Working groups are currently taking place to ensure that procedures and policies are discussed with the relevant Team Managers and either new work is developed or existing work is updated to reflect the changes. These include working with the Tenancy Management, Anti-Social Behaviour and Void Management Unit teams.• Plans for training on new procedures and policies are currently being discussed and planned prior to implementation date.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="71 654 122 839">Page 119</p> <p data-bbox="78 729 907 776">Develop a new Housing Strategy for Cardiff</p>	<p data-bbox="1276 282 2453 568">An initial timetable had been developed and regular meetings set up between Strategy team, Director and Assistant Director, however the development of the Strategy has been delayed and will be picked back up once a new Local Housing Market Assessment is completed.</p> <p data-bbox="1276 646 2448 811">The Housing Support Programme Strategy currently sets out the strategic direction of the Authority's homelessness and housing support services.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Expand the Local Action Team (LAT) and encourage local community engagement.</p>	<ul style="list-style-type: none">• The Estate Coordinators have been working in additional wards of the city. Prior to engagement, the relevant ward councillors are contacted advising them that the Local Action Team (LAT) are working in the area to see how the service can help the residents. Cllrs are given the opportunity to meet the team and identify any hot spots or an area that they would like the team to look at. One of the teams also works alongside Waste Management.• The LAT attended Community Days between May and September which were held within the hubs, advising the residents how the team can assist them. Litter picks were organised, competitions and lots of goodies were on offer. The LAT have also supported events by attending those organised by other community groups within the service area.• The team are working with the Hubs and the Community Inclusion Officer for Rumney, to pilot a gardening tool borrowing scheme and offering useful tips and advice for the basic garden advice.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Update
<p>Work with Cardiff Council tenants to ensure that they can sustain their tenancies by providing support and signposting them to other agencies when needed.</p>	<ul style="list-style-type: none">• Although regular meetings are taking place in order to consider the needs and requirements of our residents who need support around hoarding and other such issues, there has been some delays with the progress made.• Council Tenants are being well supported by the Tenancy Sustainment Team and they now have access to MIND for additional support, however there are a limited number of clients at this time who can receive this support.• The Multi Disciplinary team is being considered. Discussions around how that would develop so it can assist even more complex tenants are ongoing.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="71 586 122 768">Period 22</p> <p data-bbox="71 619 1230 718">Progress with the recladding of 3 high-rise blocks at Lydstep flats in Llandaff North</p> <p data-bbox="71 791 1179 889">Commence the proposed second phase of the recladding programme at Nelson and Loudoun House in Butetown.</p>	<ul data-bbox="1281 575 2453 958" style="list-style-type: none"><li data-bbox="1281 575 2257 674">• Lydstep Flats are ahead of target and works are progressing well.<li data-bbox="1281 743 2453 958">• Nelson & Loudoun – the procurement route is taking longer than expected to conclude because of contractors’ reluctance to accept “insurance risks” associated with high-rise over cladding projects.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Seek funding to progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.</p>	<p>We are still awaiting a response from Welsh Government on funding for this, however we are being told this is imminent.</p>

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Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Address the current backlog of work within the Responsive Repairs Unit, ensuring that it is completed within the set requirements. Ensure that new works do not then create a new backlog.</p>	<ul style="list-style-type: none">• The backlog of work has reduced from 5,702 to 826 outstanding jobs, with 2,841 of those jobs being completed by our in-house workforce. It is anticipated that by end of October all this work should be completed if tenants allow access.• The current work has 1,308 new jobs and 805 follow on jobs – this is the level which would be expected prior to any lockdowns.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Creating safe and inclusive communities

Commitment	Update
<p>Deliver the existing two-year Alley Gating Programme (2021-2023), subject to consultation with local communities, South Wales Police and other stakeholders, and identify priority lanes for the next two-year gating programme (2023-2025) by April 2023.</p>	<p>Legal Notices Canton Group 1: 10 lanes have moved to the Notice of Making stage where the Order has been sealed and the gates can be installed 5 lanes are at the Notice of Proposal stage 3 are at the consultation stage, slight delay due to technical / equality issues.</p> <p>Canton Group 2 3 are at the consultation stage, slight amendment in view of consultation responses.</p> <p>Penylan 4 lanes are at consultation stage</p> <p>Operation Bang Legal notices being prepared- resident letters sent.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Update (1 of 2)
<p>Page 21</p> <p>Work to improve and develop services within the Gypsy & Traveller sites</p>	<ul style="list-style-type: none">• An internal review of services on site has taken place and significant gaps in Health & Education were identified. An action plan will be developed to address this and linked in with statutory partners.• Meetings have been held with Allocations and the Service Development team to undertake the review of the current Gypsy and Traveller Allocation Policy.• A new policy has been drafted and is now awaiting approval.• As part of the council's vision for supporting marginalised groups following the pandemic the Gypsy Traveller service has made this point central to its vision for the future. The pandemic saw many mainstream services such as health, benefits and education move to a more digital setting which further marginalised this group and reduced access to these services.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Update (2 of 2)
<p data-bbox="71 656 119 839">Page 127</p> <p data-bbox="78 676 1197 772">Work to improve and develop services within the Gypsy & Traveller sites</p>	<ul data-bbox="1281 436 2466 1182" style="list-style-type: none"><li data-bbox="1281 436 2466 825">• To tackle this issue the council has been working with partners from Welsh Government, Digital Communities Wales and partner agencies who support the Travelling community. At the start of the quarter a digital skills audit was carried out on the residents of the sites to identify the current gaps in skill level. The assessment covered use of devices, ownership and access of devices and targeted questions towards gaining and understand of what the community use digital platforms for.<li data-bbox="1281 893 2466 1182">• There are now plans being drawn up with BT to provide wifi to the site for a five year period. Welsh Government have made capital funds available and the council is in discussion about securing funds to ensure everyone can have access to the wifi free of charge. This will take some time to establish and meetings are ongoing.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment (1 of 2)	Update (1 of 2)
<p>Provide accommodation and support to Ukrainian guests who enter the UK under the individual sponsor / super sponsor and family visa scheme routes.</p> <ul style="list-style-type: none"> • Including help to claim Universal Credit, school admissions, registering with a GP and help into work. • To ensure that sufficient emergency temporary accommodation is available for placing guests who have no accommodation or who have experienced breakdown in their host placements. <p>To work with WG/ WLGA/ Health/ Police/ Community Cohesion/ Education / RSL's and other stakeholders and professionals to have full awareness of the issues and address, resolve and mitigate these as they arise.</p> <ul style="list-style-type: none"> • To seek and source appropriate move on accommodation, making the best use of the PRS to support guests into settled accommodation. • To regularly and carefully monitor data in terms of numbers of guests arriving, support required, accommodation provided and move on. Constantly reviewing and updating policies, procedures and monitoring requirements. 	<ul style="list-style-type: none"> • Data is reviewed weekly by the resettlement team and housing staff to ensure that all new and existing Ukrainian guests are fully supported and can access all the services they are entitled to, including homeless assessment and assistance with securing PRS accommodation. • Regular meetings take place each week to discuss individual cases to ensure all avenues have been explored before they are considered for PRS such as mediation with current host or rematching with a new host. • Key members of staff regularly attend meetings with WG, other LA's and partners to ensure that they are up to date with all relevant information relating to the Homes for Ukraine scheme and have the necessary tools to deal with guests who present to the Housing Options service. • The service is currently working with ICT to create a database to ensure that it will capture all the necessary data so that it is fit for purpose. • The MAPPA Steering Group has been alerted of the role of Cardiff in the Homes for Ukraine Scheme.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment (2 of 2)	Update (1 of 2)
<ul style="list-style-type: none">• Provide into work mentoring support to assist guests into employment.• Provide and promote Early Help support to guests with support workers referring in as required.• Adult Safeguarding to work in partnership with Children Services, Legal, and Housing to develop a risk management matrix to address positive DBS results for sponsors. <p>Page 129 Adult Safeguarding to alert the MAPPA Steering Group to the role of Cardiff in the Homes for Ukraine Scheme and request the transient and settling population of Ukrainian nationals are considered in risk assessment panels for the rehousing of high- risk offenders</p>	<ul style="list-style-type: none">• The service is currently working with ICT to create a database to ensure that it will capture all the necessary data so that it is fit for purpose.• The MAPPA Steering Group has been alerted of the role of Cardiff in the Homes for Ukraine Scheme.

Wellbeing Objective 6 – Cardiff grows in a resilient way
Directorate Delivery Plan Commitment

Commitment	Update
<p>Page 139</p> <p>Develop a public housing decarbonisation strategy to compliment the council's One Planet agenda</p>	<p>Some initial progress has been made and links made with the sustainability team whose consultants have agreed to assist with the project.</p>

Wellbeing Objective 7 - Modernising and integrating our public services
Directorate Delivery Plan Commitment

Commitment	Update
<p>Review the apprenticeship posts within Responsive Repairs Unit and introduce the Responsive Repairs Academy</p>	<p>Four new apprentices have been appointed, 2 for heating and plumbing, 1 carpentry and 1 plastering. This assists with our workforce planning. Two gas engineer apprentices have qualified and one electrician qualified this year. Two have already been successful in obtaining posts within the Responsive Repairs Unit</p>

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Update
<p>Page 35 Review processes within the Responsive Repairs Unit in preparation for a new repairs online system</p>	<ul style="list-style-type: none">• This upgrade is on target and there are some system developments that will also be introduced that will improve the details provided to operatives and also assist with back-office calls.• Further testing and meetings will be held to ensure everything is fine for the full upgrade.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="71 658 122 839">Page 133</p> <p data-bbox="78 732 1128 778">Develop digital methods of service delivery in housing.</p>	<ul data-bbox="1276 392 2474 1178" style="list-style-type: none">• A design date with the NEC Project Lead for Housing Repairs Online has been agreed - starting Dec 6th. Work will continue into Jan 23.• An initial meeting has taken place with ICT regarding Power Bi, requirements and resources to be agreed in October 2022.• Digital strategy is in draft and will be finalised in due course.• First phase of the Power BI dashboards is being agreed with ICT in October, build is going to start soon after.• The self service at the hubs is still being considered, a viable plan will follow in due course• Scoping exercise has been undertaken and draft action plan has been developed to engage with tenants• The updated version of the document management systems is still in its development stage. A working group which includes ICT has been set up to plan the implementation

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Update
<p data-bbox="71 588 124 776">D S e 3 e</p> <p data-bbox="71 619 1251 776">Investigate further the Digitalisation of Benefit services, fully reviewing the Risk Based Verification (RBV) policy and technology and Hybrid Mail contract</p>	<ul data-bbox="1281 629 2384 896" style="list-style-type: none"><li data-bbox="1281 629 2384 729">• Further investigations regarding new technologies are ongoing.<li data-bbox="1281 801 2384 896">• First meeting has been set regarding the Hybrid Mail contract

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CARDIFF COUNCIL

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

14 November 2022

Direct Payments Review – Committee Briefing

Purpose of the Report

1. To provide the Committee with an opportunity to feed into the service area's review of Direct Payments prior to the review, being taken to Cabinet for authorisation and an agreed way forward in 2023.
2. At the November meeting of the Community & Adult Services Scrutiny Committee, Members will be briefed on the plans and the current stage of the review as outlined in the presentation attached at **Appendix A**.

Scope of Scrutiny

3. This agenda item will enable the Committee to be made aware of the service area's review of Direct Payments and provide Members with the opportunity to input their views into its development.
4. At the meeting Councillor Norma Mackie (Cabinet Member for Adult Services) and Jane Thomas (Director, Adults, Housing & Communities) will be in attendance to answer any questions Members may wish to ask.
5. Committee Members are requested to reflect on the information attached to this report and to feedback their comments to the Council's executive to aid the review.

Background – Direct Payments

6. Direct payments can be provided to individuals with an eligible need for care and support, or to carers who have been assessed as requiring support services from the local authority.
7. Direct Payments are payments that local authorities can make to individuals so that they can organise their own services to meet their social care needs and offer an alternative to the local authority arranging social care services on the individual's behalf.
8. The individual with care and support needs then uses this money to arrange their own services to meet their identified needs. Committee Members are reminded that should an individual not wish to arrange their own care, then the standard model of the local authority arranging care services would be adapted. Furthermore, direct payments can be utilised for all, or part, of a person's care and support needs.
9. Some of the benefits of Direct Payments have been recognised as offering the individual:
 - Greater choice
 - Flexibility
 - Autonomy.
10. Welsh Government guidance states that:

“Where eligible care and support needs are identified ...direct payments must be made available in all cases where they enable personal outcomes to be achieved. A local authority must be innovative and creative when working in partnership with recipients or their representatives to explore ways a direct payment can be used to secure the personal outcomes. Direct payments must only be refused where it is clear after extensive exploration that a direct payment would not secure the outcomes required”.

Furthermore, “individuals must not be refused a direct payment purely because they are unable to manage the payment, or apprehensive about managing one. A local authority, in partnership with the person, must explore all options for supporting the individual to manage a direct payment. Where areas of difficulty are identified, local authorities must ensure the correct level of support to overcome such barriers is available¹”.

Background – Direct Payments Review

11. The [Adults, Housing & Communities Directorate Deliver Plan 2022/23](#) details a key priority for the service area during 2022/23 will be to increase the voice and control of citizens by improving access to advocacy and direct payments.

12. The Directorate Delivery Plan details that to achieve this, the service area will:

- Work to increase the supply of well-trained personal assistants by reviewing support for direct payments.
- Create marketing campaigns for Personal Assistant roles, building on existing Cardiff Cares Academy publicity, and updating relevant websites/social media accounts/job matching applications.
- Meet with local authorities who use micro-enterprises for Personal Assistant roles.
- Organise a schedule of dedicated local recruitment events for Personal Assistant roles across the city.

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

¹ Social Services and Well-being (Wales) Act 2014: Part 4 Code of Practice (Meeting Needs), Welsh Government [Accessed 3rd Nov, 2022]

Cabinet 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 will set out any financial implications arising from those recommendations.

RECOMMENDATION

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.

DAVINA FIORE
Director of Governance and Legal Services

8 November 2022

APPENDIX A



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Direct Payments

CASSC November 2022



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What are Direct Payments



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Direct Payments allow service users to commission their own care – rather than receiving care from council commissioned services

Direct payments **must be made available** - provided that they enable personal outcomes to be achieved.

Direct Payments can be provided via:

- A domiciliary care agency
- A Personal Assistant (PA) – directly employed by the service user

Issues

- Service users traditionally need to employ PAs directly – and take on all employer responsibilities – the Council commissions a support service to assist with this.
- The development of microenterprises could make use of direct payments easier for the service user
- PAs are not required to be qualified or regulated – giving rise to safeguarding concerns – proper quality assurance can help mitigate this



Benefits of Direct Payments



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Allow people to make arrangements that are bespoke to them – for example to meet specific language or cultural needs

Provides more voice and control over their care in line with the Act.

Provides more flexibility for the carers themselves – makes the market more resilient

Can be more cost effective for Councils – particularly if delivered through personal assistants / micro enterprises



Direct Payments in Cardiff



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1711 clients have their service delivered through council commissioned care agency



810 clients are in receipt of Direct Payments (**636** Adults/**174** Children).

For these:

- **125** have their service delivered through agencies (**124** Adults / **1** Children breakdown)
- **685** have their services delivered through PAs (**512** Adults / **173** Children breakdown)

**Some direct payments recipients have their services delivered through both agencies and PAs*



In 2021/2022 – **903,581** hours were delivered via Direct Payments.

While **1,403,589** hours were delivered through Commissioned Agency provision

Therefore **Direct Payments are 39% of overall care provision**

Review of Direct Payments – Workstreams

1. **Support the Development of Microenterprises** – to increase choice for services users

2. **Improve available information and advice** – to increase awareness and take up of Direct Payments

3. **Review the effectiveness of the current support service** – to ensure effective support is in place and consider alternative options for provision

4. **Review and improve the administration of Direct Payments**

What are Micro Enterprises?



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Micro Enterprises (ME's) are **very small care or support businesses** - the majority are sole traders.

MEs are **exempt from registration** with CIW provided they support a **maximum of 4 clients**

MEs can provide a **range of services** but the principal ones would be:

- **Support to remain independent at home** – cleaning, preparing meals, gardening
- **Companionship and support** to access social groups and activities
- **Support with personal care needs** (within Direct Payment guidelines).

They could therefore meet both **council funded** and client **self funded** needs

MEs can significantly improve outcomes for both service users and care worker



Proposal



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It is proposed that Cardiff partners with a provider - Community Catalysts (CIC) - to deliver a 2 year project.

Community Catalysts will provide a Project Manager from their staff group and employ, induct, manage and offer specialist expertise to a locally based Catalyst. The Catalyst will:

- Provide a single contact point for potential MEs
- Provide coaching to make new MEs a sustainable business – alongside providing accurate market intelligence
- Identify and engage effective sources of local and national advice and funding
- Quality assure prospective MEs and add them to their ‘Small Good Things Directory’
- Establish hyper-local Whatsapp groups linking MEs and service users

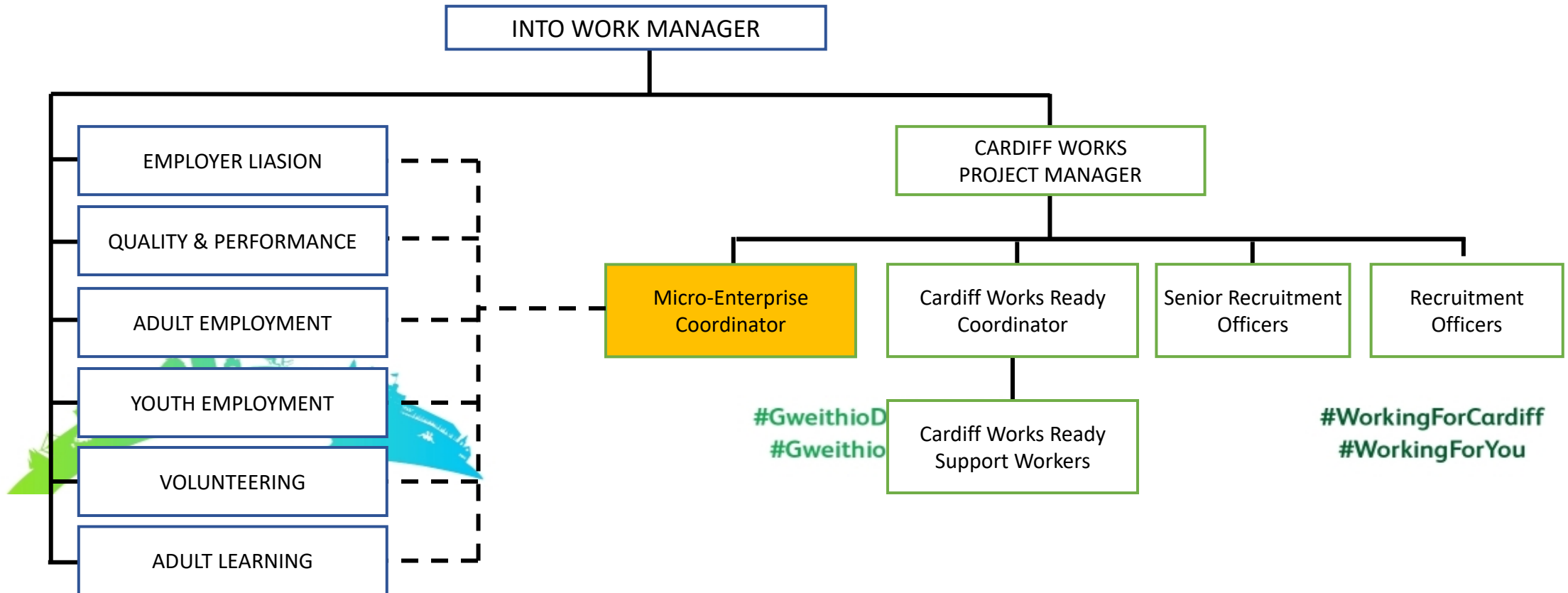
Community Catalysts are responsible for **5000 MEs** being founded across the UK

Service to sit within Into Work / Cardiff Works service but working closely with Adult Services

Dedicated Microenterprise co-ordinator based in-house - linking Community Catalysts with Into Work & Adult Services, creating referral pathways, i.e. with social workers and the Cardiff Cares Academy, promoting opportunities by utilising the different streams of Into Work to identify those who want a flexible career in care, and auditing MEs for quality assurance purposes.

In house skills will be developed before the end of Community Catalyst contract

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Success in other LAs

Somerset – The project was launched in 2017 with Community Catalysts, originally to provide care in rural areas. There are now **867** MEs in Somerset, supporting **5,895** people per week with over **8,000** hours of care. DP uptake has increased **119%** since 2017, and the project delivers an estimated **£2,000,000** in annual savings.

Pembrokeshire – Pembrokeshire has **25** MEs delivering **479** hours a week of care and support. In a recent survey 100% agreed or strongly agreed that the MEs who support them are reliable, consistent and the service users feel listened to.

Powys – This project was launched in 2020 as Powys was struggling to secure Domcare in certain ‘border areas’ within the County. Powys now has **40** MEs operating within these previously difficult areas – this project was recognised as **good practice by the CIW**.

Micro enterprise provision is an estimated £5 per hour less than council commissioned care, a 10 hour a week package of care would be 2,600 per annum less.

Quality Assurance



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As the ME market would be unregulated by CIW – Community Catalysts require that each ME meet the **Doing it Right** quality standards.

These standards would outline what is expected to join the Cardiff Micro-Enterprise project.

The **Doing It Right** standards mandate:

- An up-to-date enhanced DBS
- Public liability, and any other relevant insurance
- Up-to-date guidelines on risk management, safety & safeguarding.
- A current complaints procedure
- Written contracts for every client
- Understanding of the CIW boundaries, and always operate within these boundaries.

The Micro-Enterprise Coordinator would be responsible for certifying each prospective ME

Direct Payments – Improving Take up

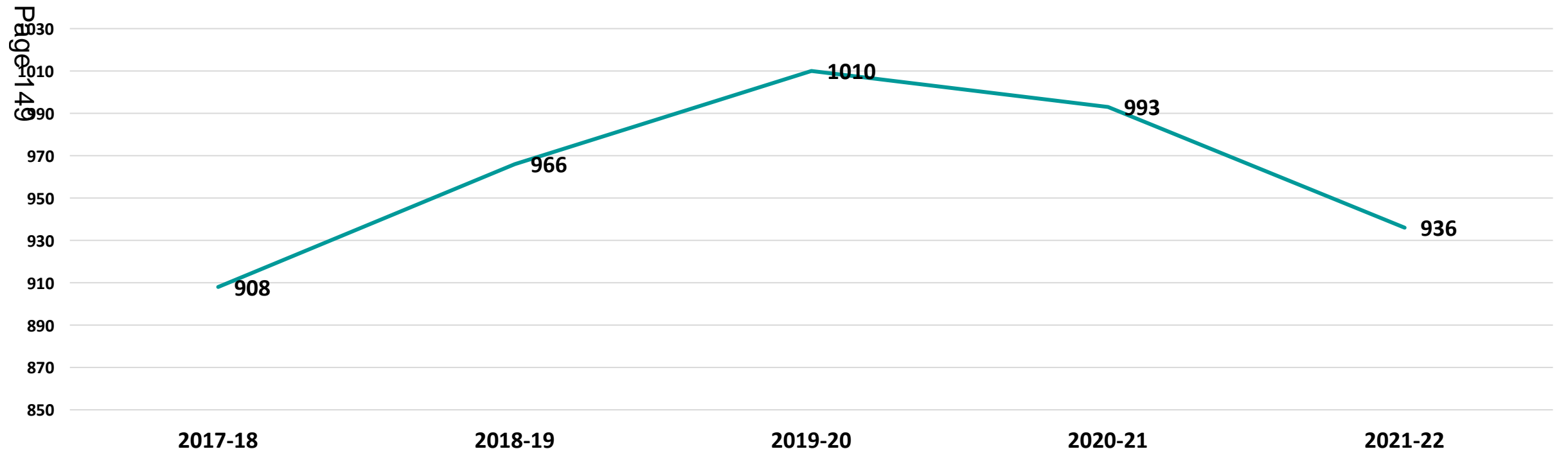


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- Prior to the pandemic take up was increasing, and reached **1010** clients in 2019/20 - numbers then reduced during Covid
- Improved advice, information and communication will be key to increasing take up
- Social worker and service user confidence is vital to the success of the project

Number of Service Users in Receipt of Direct Payments during the year



Direct Payment Support



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External agency currently provides a menu of support to service users in receipt of DPs:

- Basic advice on a wider range of topics; support to manage the direct payment, set up contingency arrangements etc
- Payroll if the service user employs a PA directly
- Managed Account – to manage the finances behind their direct payment
- Employer set up and initial recruitment

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In 2021/2022:

19,497 requests for help were received, 156 people were visited.

25 care packages were arranged through Domiciliary Care Agencies

73 care packages were arranged through PAs

A review of this service is currently underway to inform future delivery / commissioning

Provisional Timeline



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It is estimated that it will take 6 months to establish the project – the number of micro enterprises should grow quickly after that

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Nov to Dec 2023 – Final scoping and commission Community Catalysts

Jan to June 2023 – Project set up and development

July to September 2023 – Commence delivery, first microenterprises established

October 2023 to March 2024 Further expansion – up to 25 micro enterprises by end of year

Estimated 25/ 30 active community micro- enterprises in year 1 and an additional 30 in year 2.



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COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

14 NOVEMBER 2022

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

Purpose of Report

1. Attached to this report, at **Appendix A**, is the indicative 2022/23 Work Programme for the Community & Adult Services Scrutiny Committee.
2. For this agenda item, Committee Members will be requested to consider the topics for the formal December and January meeting of this Committee (as detailed in **Appendix A**)
3. In their consideration, Committee Members will be asked to prioritise the topics they wish to consider and in doing so, advise of any information they wish to request for inclusion in the meeting's papers and, any stakeholders they wish to invite to participate in the meeting.

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. When prioritising the topics they wish to consider at the December 2022 and January 2023 meeting, Committee Members are reminded to 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 items, with a third smaller item if required.
- ❖ Items considered by the Committee should 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

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 indicative Work Programme as set out in **Appendix A**; focusing on the items they wish to consider in their December and January meeting, including any information they wish to request to inform their consideration and any stakeholders they wish to invite to participate in the meeting.

DAVINA FIORE

Director of Governance & Legal Services

8 November 2022

Appendix A - CASSC 2022/23 INDICATIVE WORK PROGRAMME

	September	October	November	December	January	February	March	April	May	June	July
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	Hospital Patient Discharge	'Overcladding Nelson & Loudon House	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		Energy Efficiency Retrofit Cladding		'Rapid Rehousing Transition Plan				
					Direct Payments Review		Learning Disabilities Delivery Plan				
Committee Business Items -		CASSC Work Programme 2022/23 & Correspondance	CASSC Work Programme 2022/23		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		

Colour key: Pre-decision Policy Review / Monitoring Briefing Item agreed at WP Forum

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