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AGENDA

Committee	COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE
Date and Time of Meeting	MONDAY, 15 MAY 2023, 2.00 PM
Venue	CR 4, COUNTY HALL - MULTI LOCATION MEETING
Membership	Councillor Molik (Chair) Councillors Ahmed, Ahmed, Ash-Edwards, Boes, Lent, Lewis, Littlechild and McGarry

*Time
approx.*

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

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

3 Minutes (Pages 5 - 10)

To approve the minutes of the 27 Feb 2023 Community & Adult Services Scrutiny Committee.

4 Revised Cardiff & Vale Violence Against Women, Domestic Abuse & Sexual Violence Strategy (Pages 11 - 146) 2.05 pm

Appendix A – to follow

5 Adult Services and Housing & Communities Q4 Performance 2022/23 (Pages 147 - 278) 2.50 pm

6 Urgent Items (if any)

7 Way Forward 3.30 pm

8 Date of next meeting

To be confirmed.

Davina Fiore

Director Governance & Legal Services

Date: Tuesday, 9 May 2023

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

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COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

27 FEBRUARY 2023

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

41 : APOLOGIES FOR ABSENCE

None received.

42 : DECLARATIONS OF INTEREST

Councillor Molik declared a personal interest as CEO of Sight Cymru.

43 : MINUTES

The minutes of the meetings held on 12/12/22 and 16/01/23 were agreed as a correct record and signed by the Chairperson.

44 : DRAFT CORPORATE PLAN 2023-2026 & DRAFT BUDGETARY
PROPOSALS 2023/24

The Chairperson advised Members that this item was to consider the elements of the draft Corporate Plan and Budget Proposals that fall within the remit of the Committee.

The proposals are due to be considered by Cabinet on Thursday the 2nd of March, before being considered by Council on the 9th of March.

Members were advised that the meeting would begin with Members receiving a Corporate Overview of the budget.

The budget proposals, and parts of the Corporate Plan relevant to the committee, will then be considered in line with Cabinet Member's portfolios, considering Cllr Sangani's area of responsibility first, then Cllr Mackie, then Cllr Bradbury and then ending with Cllr Thorne.

Corporate Overview

The Chairperson welcomed Councillor Chris Weaver, Cabinet Member for Finance, Modernisation and Performance and Officers Chris Lee, and Ian Allwood, from the finance team, for this section.

Councillor Weaver was invited to make an opening statement after which Officers provided their presentation to Members.

The Chairperson invited questions, comments and observations from Members.

Members noted, and welcomed, the substantial increase in budget proposed for Adult Services for 2023-24, but were concerned that despite the substantial increase,

Adult Services are still projecting to use £2.309m of earmarked reserves in 2023-24. Members recognised that the use of earmarked reserves was planned but were still concerned that Adult Services may still face financial difficulties despite this proposed increase in budget.

Members were somewhat perplexed that given the recognised challenges and demands Adult Services face which provide the reasoning for their substantial increase in budget, they are projecting an underspend of £1.820m as of Month 9. Members were informed the reason for this underspend was due to difficulties with recruitment in a timely manner and increased use of grant funding.

A key area of concern for the committee related to the employee implications of the proposed 2023-2024 budget (*total net FTE reduction of 172.9*). Members voiced a number of reservations regarding the impact the removal of these posts would have on the resilience of service areas, the implications for remaining staff, service delivery and the overall pressure this would place on the authority.

Members noted that FTE reduction, whether it be through vacant posts or voluntary severance would undoubtedly impact resilience of service areas and the authority as a whole, and the relatively high number of FTE reduction can be attributed to the current financial context and overall budget gap this council is facing. Members were assured that when employee implications are present in efficiency savings, it is assessed that the removal of these posts will have no impact on service delivery. Members welcomed the offer of more information on the 22.5 FTE posts categorised as 'TBC / Redeployment'.

Members sought clarity on the overall costing implications of voluntary severance, exploring how short-term costing against long term saving is determined. Members noted there was an initial cost commitment with money set aside for voluntary severance payments, however they in turn provide an ongoing base-budget saving, year after year.

Members highlighted the release of the £10million covid-19 budget and sought clarity on how it has been utilised to address the overall budget gap. Officers advised that this money has been realigned and offered to service areas facing significant financial pressures.

Regarding the Capital Programme, Members explored and questioned the council's overall reliance on grant funding – raising concerns around risks and sustainability. Members noted the admission that reliance on grants does pose some risk, however, grant funding for capital investment has been a feature of local authority funding for many years with Cabinet Members and officers closely determining the use of grants based on intelligence and affordability, with other capital investments also pursued in the programme.

Cllr Sangani – Cabinet Member for Public Health & Equalities

The Chairperson welcomed Councillor Julie Sangani, Cabinet Member for Public Health & Equalities, Sarah McGill, Jane Thomas, and Helen Evans to the meeting.

Councillor Sangani was invited to make an opening statement, after which Members were asked for their questions, comments, and observations.

Committee Members were pleased to see the proposal surrounding blood pressure loan schemes within the 2023/24 FRM and sought clarity on the proposals intended arrangements. Officers advised that the scheme would be a pilot and Members wished to stress the importance that thorough consideration is applied to location of this equipment, given that not all Cardiff residents live close to hubs, and the need to ensure mitigation measures are in place to avoid instances where equipment is not returned.

Members asked for more information on the efficiency saving proposal titled 'Ukraine Refugees and Asylum Seeker and were informed costings would be offset against the Ukrainian scheme.

Cllr Norma Mackie – Cabinet Member for Adult Service

The Chairperson welcomed Councillor Norma Mackie, Cabinet Member for Adult Services who joined Jane and Sarah for this item.

Councillor Mackie was invited to make an opening statement after which Officers provided their presentation to Members.

The Chairperson invited questions, comments, and observations from Members.

Members were assured that little to no impact of the service users will be at the forefront of this proposal, the confirmation that individuals would not be required to move home, and the recognition on the need to ensure a phased approach for changes in personnel (support workers).

Though this proposal relates to working with third sector organisations who already hold an established relationship with the council, given the current context, Members questioned this feasibility given the financial pressures and recruitment issues they too will also face. Officers advise that, initial conversations have been held with the third sector partners who have provided assurance they have the ability and capacity to effectively, and sensitively, manage this proposal.

Members noted within this service change proposal, 37 FTE posts have requested voluntary redundancy. In line with the ongoing concern around recruitment and retention, Members raised what this indicates around work conditions, as this suggests a high number of individuals may sadly no longer wish to work in this vocation and are unable to be retained.

When considering the overall efficiency savings proposed for Adult Services, committee Members noted a significant number have been categorised as 'amber-green' for achievability, with the service change proposal categorised as 'amber-red'. Members sought insight on the deliverability of implementing a volume of proposals which contain a level of uncertainty. Members were informed the 'red-amber' classification for the service change proposal largely relates to timescales, and the efficiency savings proposed align to the service area's strategic direction and ongoing work; thereby reducing its risk and strengthening its deliverability.

Regarding the draft Corporate Plan, Members explored resource levels in terms of the commitment for '*modernising our home care services to provide a full reablement service and short-term emergency care*'. Although Members noted that difficulties in recruitment were still present, they were pleased to be informed of the positive steps being taken to address challenges, such as an increase in wages and changes to staff rotas.

Members noted the recognition in the draft Corporate Plan, that all council staff require access to an appropriate level of training to meet the needs of autistic people, however there was an absence of KPI's measuring the performance of this commitment. Members noted that delivery of this commitment is monitored and recorded in the service area's Directorate Delivery Plan.

Cllr Peter Bradbury – Tackling Poverty and Supporting Young People

The Chairperson welcomed Councillor Peter Bradbury, Cabinet Member for Tackling Poverty and Supporting Young People for this item.

Councillor Bradbury was invited to make an opening statement, after which Members were asked for any questions, comments or observations.

Members noted the level of funding allocated to his portfolio, although welcomed, raises concerns around sustainability. Members raised the concern advice staff hold over job certainty, as a high level are on temporary contracts. Members were informed that although a level of grant funding is always present, and the service area benefits from a dedicated BID writer to ensure a consistent external income stream, work is ongoing toward making some positions permanent through grant funding. In addition, work is also ongoing toward providing staff who are on temporary contracts with assurances to alleviate uncertainties around job security.

Members noted that sadly demand for financial support is rising and sought explanation as why the 2022/23 FRM allocation for the advice team and into work services had not been utilised, Members were informed this was due to the money being replaced by the Shared Prosperity Fund.

In terms of the proposed efficiency savings (£90,000), Members noted this was due to the implementation of Universal Credit which in turn lessens the caseload for Housing Benefit assessment thus allowing the release of staff.

Given the current context, Members noted the recognition that third sector organisations are under considerable financial and capacity pressures, and sought assurance this is, and would continue, to be taken into account within our partnership work. Members were informed reliance on the third sector within the field of advice has subsided over recent years, with increased in-house work. However, partnership work is continuously reviewed and assessed, with these considerations at the forefront. Members highlighted the need to ensure we as a council recognise and support third sector organisations who offer support to specific vulnerable groups, as such groups may not feel comfortable approaching the council, and instead wish to receive support through dedicated organisations. Members noted from Cllr

Bradbury's response that he feels this is in place and welcomed his offer of showing the committee organisations who demonstrate such work.

Regarding the Corporate Plan, Members were pleased to be informed targets in relation to the number of people being assisted with support for benefits and the money provided have been realigned in line with the current output of the team.

Cllr Thorne – Housing & Communities

The Chairperson welcomed Councillor Lynda Thorne, Cabinet Member for Housing & Communities for this item.

Councillor Thorne was invited to make an opening statement, Officers provided a presentation and Members were asked for their questions, comments, and observations.

Regarding the service change proposal, Members explored whether the volunteers would have a set job description, and be offered a contract, which would detail the number of hours of work requested from them, offering a degree of certainty for the volunteer and staff members. Officers advised contracted hours had not yet been considered as the ethos centres around 'giving what you can'. However, a job description would be provided and in terms of hours provided, restrictions may apply depending on if the individual is in receipt of benefits. The service area would look to work closely with the Department for Work and Pensions to ascertain the level of hours that can be provided.

The specific concerns raised around this proposal related to implications on service users and staff members should a volunteer not be able to fulfil their role. Members were informed of the intention that volunteers would be able to select opportunities via the job descriptions available on the website, thereby potentially offering expertise, and it was intended they would undertake 'light touch help' to allow staff members to give more dedicated, in-depth advice. This in turn, should lessen risk and implication for staff members.

Members noted the use of 'organised volunteers' is already present in some hubs, who are recognised as offering excellent work and events. Given the current financial climate, Members were also pleased to note that 62 Into Work Service volunteers (99%) have moved on to permanent work, along with the other benefits outlined at the meeting such as providing individuals with new skills, and improvement to individual wellbeing.

With regard to the proposed Youth Hub, Members sought an update on its progress and were informed officers are currently working to ensure there are no planning restrictions or technical issues with the identified site. Members looked forward to monitoring the development of this work.

In terms of the Corporate Plan, Members sought explanation on why the yearly target for the development of new house builds has been replaced with a cumulative target. Although the response around external factors influencing yearly targets for this programme of work was both noted and understood, given the importance and acute need for social housing in the city, it was felt an annual target which allows for clear

insight into the trajectory of this programme was of significance and Members considered that the annual target could be reinstated either within the Corporate Plan, or the service area's Directorate Delivery Plan.

Members explored the £200,000 allocation for Neighbourhood Regeneration Scheme in the 2023/24 FRM and agreed with Cllr Thorne on the importance of regenerating local communities, particularly in the vein of how it can help address issues of ASB. Members sought further information on how Councillors can make bids into the Neighbourhood Renewal Scheme, including timescales on when bids must be made.

AGREED: that the Chairperson, on behalf of the Committee, writes to the Cabinet Member conveying the observations of the Committee when discussing the way forward.

45 : URGENT ITEMS (IF ANY)

None received.

46 : DATE OF NEXT MEETING

Monday 20th March at 2:00pm

The meeting terminated at 4.20 pm

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

15 May 2023

**REVISED CARDIFF AND VALE OF GLAMORGAN VIOLENCE AGAINST
WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE STRATEGY 2023-2028**

Purpose of Report

1. To provide the Committee with background information to enable pre-decision scrutiny of the draft, revised, **“Cardiff & Vale Of Glamorgan Violence Against Women, Domestic Abuse And Sexual Violence Strategy (VAWDASV) 2023-2028”** prior to its consideration by the Cabinet at its meeting on the 18 May 2023.
2. A copy of the draft Cabinet Report is attached at **Appendix A**, which in turn contains:
 - Appendix 1** – the draft revised strategy for 2023-2028
 - Appendix 2** – the draft Regional Strategy Implementation Plan 2023-2028
 - Appendix 3** – Equalities Impact Assessment
 - Appendix 4** - Child Rights Impact Assessment
 - Appendix 5** – “City for CEDAW’ Commitments
 - Appendix 6** – A presentation providing an overview of the strategy – *this will be delivered by officers at the committee’s meeting.*

Scope of Scrutiny

3. The purpose of the VAWDASV Strategy, is to set the Cardiff & the Vale’s Council, and relevant partners, commitment and strategic priorities toward addressing and preventing Violence against women, domestic abuse and sexual violence.

4. Committee Members are to note an initial, VAWDASV strategy covering the Cardiff & Vale region was agreed in 2018, to cover the period 2018-2023. The proposed strategy, attached to this Cover Report, is a revision to the initial strategy, to cover the period 2023-2028. For Members information, the initial strategy can be found [here](#).
5. During this scrutiny, Members will have the opportunity to:
 - Explore how the strategy was designed, and if, or how, it may deviate from its predecessor.
 - Investigate how the strategy will be put into practice.
 - Assess the governance arrangements for the strategy, including the self-evaluation process.
 - Explore the arrangements with partners for its delivery, in particular the Cardiff & Vale Regional Partnership Board, and external stakeholders.
 - Determine if the strategy provides assurance that there is clear arrangements in place to safeguard and protect children and adults.
6. Councillor Lynda Thorne (Cabinet Member – Housing & Communities) and officers from Adult Services will be available to answer Members’ questions and facilitate consideration of the proposed strategy. A representative from Welsh Women’s Aid has also been invited to the meeting to contribute to discussions, and facilitate Members consideration.
7. The meeting will begin with the Cabinet Member being offered the opportunity to make a brief opening statement. Officers will then deliver a brief presentation providing an overview of the strategy and its revision (**Appendix 6**). After which, the Welsh Women’s Aid representative will be invited to introduce themselves and provide a brief overview of their view on the strategy. An informal question and answer session will then take place between all attendees.
8. Following Committee Members’ review of the draft strategy, they will decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration.

Background – Legislation & Policy

9. The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 laid out a requirement for local authorities, and health boards, to jointly prepare regional strategies to tackle this issue.
10. In addition, Welsh Government also stipulated a move to regional working on VAWDASV, particularly around regional funding and commissioning. In response, Cardiff and the Vale of Glamorgan, agreed to operate as a region due to a shared health board footprint, service access migrations for residents across the area, and the pre-existence of a number of regional services and policies.
11. As mentioned in point 4 of this Cover Report, the initial [Cardiff & Vale VAWDASV strategy](#) was drawn in 2018. The strategy recognised that anyone (women, men, children and young people) can experience and be affected by VAWDASV. It addressed violence and abuse directed towards women, men, girls and boys and violence and abuse perpetrated by men and women. It acknowledged that it can happen in any relationship regardless of sex, age, ethnicity, gender, sexuality, disability, religion or belief, income, geography or lifestyle. However, it recognised that women and girls are disproportionately affected by domestic abuse, rape and sexual violence, sexual exploitation (including through the sex industry), modern day slavery, forced marriage, female genital mutilation, child sexual exploitation and abuse, stalking and sexual harassment.
12. Key objectives of the initial strategy was to:
 - Embed a move to regional working.
 - Agree that Cardiff acts as regional ‘banker’ for managing Welsh Government funding for specialist services.
 - Consider joint commissioning opportunities across the region.
 - Have regard to the national objectives, namely:
 - i. Arrangements for the prevention of violence against women, domestic abuse and sexual violence.
 - ii. Arrangements for the protection of victims of violence against

women, domestic abuse and sexual violence.

iii Support for people affected by violence against women, domestic abuse and sexual violence.

13. In May 2022, the Welsh Government published their revised Violence against Women, Domestic Abuse and Sexual Violence Strategy 2022-2026. This strategy can be found [here](#). The revised Welsh Government strategy outlines how organisations across Wales, are to jointly deliver a whole system approach to address this issue through a number of workstreams.

14. The Welsh Government workstreams are to involve policy makers commissioners and delivery agencies, and are categorised as follows:

- ❖ Gender-based Harassment in all Public Spaces
- ❖ Workplace Harassment
- ❖ Tackling Perpetration
- ❖ Sustainable Commissioning
- ❖ Children and Young People's Needs
- ❖ Older People's Needs

15. Committee may wish to explore how the implementation of the proposed strategy, (detailed in the Action Plan at **Appendix 2**), will feed into the Welsh Government's workstreams, and local governance arrangements such as the Cardiff & Vale Public Service Board.

16. For context purposes, Committee's attention is drawn to recent reports of the Welsh Women's Aid, which highlights need for Welsh Government to provide a more sustainable funding arrangements into the sector to help address ongoing capacity issues.

- [A Perfect Storm: The Funding Crisis Pushing the VAWDASV Sector to the Brink](#)
- [State of the Sector 2021: A Strategy for Sustainable Support](#)

Revised Cardiff & Vale Violence Against Women, Domestic Abuse and Sexual Violence Strategy (VAWDASV) 2023-2028

17. The revised VAWDASV Strategy, attached at **Appendix 1**, continues with the visions aims and objectives set in the 2018 strategy. A summary of the vision and aims is as follows:

Vision

People who live, work and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

5 high level Aims, which are the Chapter headings in the strategy.

Aim 1 - PREPARE

Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.

Aim 2 - PURSUE

Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.

Aim 3 - PREVENT

Proactively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as everyone's business.

Aim 4 - PROTECT

Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.

Aim 5 - SUPPORT

Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

18. Contained within the Strategy document at **Appendix 1**, under each of the Aims, are details on how they will be developed and implemented, presented as “**We Will**” **Commitments**. An Implementation Plan of how these “We Will” commitments will be achieved (by the council and partners) is attached at **Appendix 2**.
19. For ease of navigation, set out below is a summary of the headline information contained in the revised strategy at **Appendix 1**.

For further information, Members are requested to refer to the appropriate page numbers listed below. ***Please note that the page numbers listed below refer to the pages of the original document, and are the numbers marked at the bottom of Appendix 1.***

AIM 1 – PREPARE (pages 19-30 at Appendix 1)

Overarching Message - Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.

Sub-headings/Details - Regional Overview; Needs Assessment; Equality & Diversity; Regional Working; Available Specialist Services; Governance; Regional Commissioning Approach; Expert Voices.

“We Will” Commitments

- Work with partners across the region to continually improve data collection and analysis.
- Ensure the lived experiences of survivors informs ongoing service development and delivery.
- Continue to learn from experts.
- Support the Welsh Government's Blueprint work to ensure that survivors of all ages receive the support that they need.
- Seek to understand the distinct needs and barriers to support that disabled survivor experience, in order to improve access.

- Continue to pilot the Cedar Project for male victims to inform formal procurement of a bespoke service.

AIM 2 – PURSUE (pages 32-37 at Appendix 1)

Overarching Message - Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.

Sub-headings/Details - Criminal Justice Response; Legislative & Policy Changes; Community Programmes for Perpetrators of Domestic Abuse; Probation; Holding Perpetrators to Account.

“We Will” Commitments

- Improve our understanding of sexual violence to develop and enhance our response.
- Support partners to implement the new powers originating from legislative changes.
- Raise awareness of legislative changes to encourage appropriate reporting, signposting and support.
- Continue to place accountability for abuse on those who cause harm.
- Tackle perpetration by supporting the Welsh Government's relevant Blueprint workstreams.
- Explore accredited and evidence-based programmes that address harmful behaviours related to all forms of VAWDASV and support efforts to secure interventions.

AIM 3 – PREVENT (pages 39-46 at Appendix 1)

Overarching Message - Pro-actively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as everyone's business.

Sub-Headings/Details – Children & Young People; Colleges & Universities; Preventing Harmful Behaviours; Online abuse, Misogyny, Extremism, Working with Communities; Workforce; Access to Rights; Societal Change

“We Will” Commitments

- Encourage more schools to embrace the whole school approach to VAWDASV.
- Continue to work with universities and colleges to strengthen their response to students experiencing VAWDASV.
- Use every opportunity to challenge victim-blaming attitudes and raise awareness of support services.
- Continue to ensure the workforce is skilled to identify, refer and support victims and perpetrators.
- Support partners to continue to reapply for the White Ribbon status.

AIM 4 – PROTECT (pages 48-57 at Appendix 1)

Overarching Message - Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.

Sub-Headings/ Details – Legislation; Multi-agency Response; Safeguarding; VAWDASV in the Workplace; Women's Safety in Public Spaces; Technology.

“We Will” Commitments

- Agree on and implement the key recommendations from review of Multi-Agency Risk Assessment Conferences (MARACs)
- Continue to ensure that children subject to safeguarding are given

specialist support to recover from the abuse and trauma they have suffered.

- Work with the Regional Safeguarding Board to implement recommendations from the Independent Inquiry into Child Sexual Abuse (IICSA) report.
- Ensure there are more safe spaces throughout Cardiff, involving women and girls in their creation.
- Strengthen our safeguarding response to honour-based abuse and female genital mutilation by developing clear pathways of support.
- Assist partners to update workplace policies to include workplace sexual harassment.
- Work with the Welsh Government to implement actions arising from the workplace harassment Blueprint workstream.

AIM 5 – SUPPORT (pages 59-68 at Appendix 1)

Overarching Message - Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

Sub-Headings/ Details - Children & Young People; Minority Communities; Women with Multiple Disadvantage; Accommodation Based Support; Sexual Exploitation; Modern Slavery; Human Trafficking; Sexual Violence; Health Response; Our Services.

“We Will” Commitments

- Ensure children and young people continue to have access to age-appropriate specialist support.
- Gather data and experiences of BME communities to better understand their needs.
- Implement recommendations from the Complex Needs Task and Finish Group.
- Review all refuge accommodation to ensure that it continues to meet need.

Legal Implications

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

Financial Implications

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

RECOMMENDATIONS

The Committee is recommended to:

- i. consider the information set out in the appendices to this report;
- ii. consider the information provided in the presentation to this meeting;
- iii. decide whether it wishes to relay any comments or observations to the Cabinet at its meeting on the 18 May 2023

DAVINA FIORE

Director of Governance and Legal Services

9 May 2023

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It's in our hands

Cardiff and Vale of Glamorgan

**Violence against Women, Domestic Abuse and Sexual Violence Strategy
2023-2028**

Page 23

DRAFT VERSION FOR REVIEW

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

Statutory Partners



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



Llywodraeth Cymru
Welsh Government



De Cymru
Comisiynydd yr Heddlu a Throseddau
Police and Crime Commissioner
South Wales



BRITISH
TRANSPORT
POLICE

National
Probation
Service



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambiwllans Cymru
Welsh Ambulance Services
NHS Trust



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth
GIG Felindre
Velindre NHS Trust



ynys saff
safe island

South Wales
Fire and Rescue Service



Gwasanaeth Tân ac Achub
De Cymru



GIG
CYMRU
NHS
WALES

Iechyd Cyhoeddus
Cymru
Public Health
Wales

Third Sector Partners



Page 25



Cardiff and Vale College
Coleg Caerdydd a'r Fro

Colleges / Universities



Cardiff Metropolitan University | Prifysgol Metropolitan Caerdydd



ST JOHN'S COLLEGE
CARDIFF



Contents

Executive Summary	5	Workforce Expertise and Development	44-45
Summary of Commitments	6-7	Access to Rights	45
Introduction and	8	Societal Change	46
Scope and aims	9	Protect	
Regional Partners	10	Legal Remedies	48
Victim or survivor?		Multi-agency responses to domestic abuse	49
What about men		Target Hardening	50
Our journey so far	11	Adults at Risk	50
Policy and legislative context	12-15	Safeguarding Children and Young People	51
Intersectionality	16	Child Sexual Abuse	52
The ecological model		Single Unified Safeguarding Reviews	53
Ecological model – regional interventions	17	VAWDASV in the Workplace	54
Prepare		Women’s Safety in Public Spaces	55-56
One Region – Two Communities	19	VAWDASV and Technology	57
Regional Overview	20	Support	
Regional Needs Analysis	21-22	Support for Children and Young People	59
Equality and Diversity	23-24	Support for Black and Minoritised Communities	60
Available regional specialist services	25	Women with Multiple Disadvantage	61
Governance	26	Accommodation-based support	62
Regional Commissioning Approach	27	Sexual Exploitation	63
Expert Voices	28	Modern Slavery and Human Trafficking	64
<i>Conversation Café</i> – infographic	29-30	Focus on Sexual Violence	65
Pursue		Health Response to VAWDASV	66-67
Criminal Justice Responses (domestic abuse)	32	Our Services	68
Criminal Justice Responses (sexual violence)	33	Glossary	69
Legislative and policy changes	34	Key Dates for your diary	69
Community Programmes for Perpetrators of Domestic Abuse	35	References	
Probation	36		
Holding perpetrators to account – other forms of VAWDASV	37		
Prevent			
Children and Young People	39-41		
Colleges and Universities	41		
Children and young people – preventing harmful behaviours	42		
Online abuse, misogyny, and extremism	43		
Working with communities	43		

Executive Summary

Violence against women, domestic abuse and sexual violence (VAWDASV) is a human rights violation with far-reaching consequences for families, children, communities and society as a whole and requires a distinct and proportionate approach by public bodies. In Wales, we have acknowledged this through the VAWDASV (Wales) Act 2015 and the National VAWDASV Strategy 2022-26.

This regional strategy aligns with local and national policy and strategic action plans and it overlaps with the requirements of the national VAWDASV strategy and its six objectives. It is informed by a population needs assessment and the expert voices of survivors and professionals. The strategy is a 'living document' and it is accurate at the time of writing. The strategy will continue to be updated to reflect the most relevant policy drivers and developments. The delivery of its key commitments is overseen by strong regional governance.

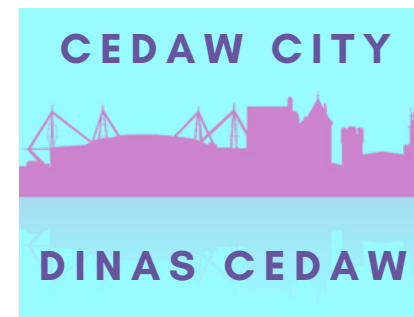
LEADING ON QUALITY AND INNOVATION

This strategy outlines the strategic priorities for all partners over the next five years and celebrates our achievements thus far. Our region leads on innovation in a number of areas:

- Our strategic approach changes the narrative on VAWDASV by putting accountability on perpetrators at the forefront of our strategic response. We are the only area in Wales to offer a seamless step up/down provision of interventions for those who cause harm within their intimate relationships that includes: early response for men who are using harm (CLEAR), a therapeutic treatment programme for men who have been violent (Driving Change) and an intensive intervention that works with high-harm and serial perpetrators (Drive).
- Cardiff has declared itself to be a CEDAW City to progress the rights of women and children and ensure equality to all Cardiff citizens.
- The region is piloting a bespoke service to support male victims of domestic abuse and sexual violence.

- In addition to a range of well-established health-based support services for survivors of VAWDASV such as IRIS+, health-based IDVAs and the Wellbeing Centre for FGM survivors, we have a Young Person's IDVA provision for 11-16 year olds. The first of its kind in the health sector in Wales.
- Cardiff is the only area in Wales to have piloted the Safe and Together model to bring radical change to Social Work practice in making perpetrators visible in safeguarding responses that address the needs of the whole family.
- A range of services are available to survivors of all forms of VAWDASV including: sexual abuse, sexual exploitation, female genital mutilation, honour-based abuse and forced marriage.
- We prioritise women's safety in public spaces, especially in the night-time economy.
- Partners in the region have been supported to develop their workplace policies addressing VAWDASV. Cardiff Council has recently produced a Dignity at Work policy which also strengthens the response to VAWDASV, addressing all forms of harassment in the workplace.
- We continue to strive for excellence and in 2022 we commissioned Safe Lives to undertake an independent review into the operation of MARACs in the region to ensure that we continue to provide the best support and protection to survivors.

Tackling VAWDASV requires the input, insight, collaboration and support of all those that deal with these issues on a daily basis, including victims. We continue to fight for equality and safety for all and to seek an end to this damaging and costly scourge on our society.



'It's in our hands' VAWDASV strategy - summary of commitments



Introduction

WE WILL

- assist the Welsh Government to implement the actions arising from the Blueprint approach and workstreams.
- ensure this strategy aligns with relevant policy and related action plans, as these are reviewed and renewed.
- develop and implement a CEDAW City action plan.



Prepare

WE WILL

- work with partners across the region to continually improve data collection and analysis.
- ensure the lived experiences of survivors informs ongoing service development and delivery.
- continue to learn from experts.
- support the Welsh Government's Blueprint work to ensure that survivors of all ages receive the support that they need.
- seek to understand the distinct needs and barriers to support that disabled survivors experience, in order to improve access.
- continue to pilot the Cedar Project for male victims to inform formal procurement of a bespoke service.



Pursue

WE WILL

- improve our understanding of sexual violence to develop and enhance our response.
- support partners to implement the new powers originating from legislative changes.
- raise awareness of legislative changes to encourage appropriate reporting, signposting and support.
- continue to place accountability for abuse on those who cause harm.
- tackle perpetration by supporting the Welsh Government's relevant Blueprint workstreams.
- explore accredited and evidence-based programmes that address harmful behaviours related to all forms of VAWDASV and support efforts to secure interventions.

'It's in our hands' VAWDASV strategy - summary of commitments



Prevent

WE WILL

- encourage more schools to embrace the whole school approach to VAWDASV.
- continue to work with universities and colleges to strengthen their response to students experiencing VAWDASV.
- use every opportunity to challenge victim-blaming attitudes and raise awareness of support services.
- continue to ensure the workforce is skilled to identify, refer and support victims and perpetrators.
- support partners to continue to reapply for the White Ribbon status.



Protect

WE WILL

- agree on and implement the key recommendations from review of Multi-Agency Risk Assessment Conferences (MARACs)
- continue to ensure that children subject to safeguarding are given specialist support to recover from the abuse and trauma they have suffered.
- work with the Regional Safeguarding Board to implement recommendations from the Independent Inquiry into Child Sexual Abuse (IICSA) report.
- ensure there are more safe spaces throughout Cardiff, involving women and girls in their creation.
- strengthen our safeguarding response to honour-based abuse and female genital mutilation by developing clear pathways of support.
- assist partners to update workplace policies to include workplace sexual harassment.
- work with the Welsh Government to implement actions arising from the workplace harassment Blueprint workstream.



Support

WE WILL

- ensure children and young people continue to have access to age-appropriate specialist support.
- gather data and experiences of BME communities to better understand their needs.
- implement recommendations from the Complex Needs Task and Finish Group.
- review all refuge accommodation to ensure that it continues to meet need.

Introduction

This regional strategy does not disregard violence and abuse directed towards men and boys, or violence and abuse perpetrated by women. This strategy recognises that whilst anyone (women, men, children and young people) can experience and be affected, it is women and girls who are disproportionately affected by domestic abuse, rape and sexual violence, sexual exploitation (including through the sex industry), modern day slavery, forced marriage, honour-based abuse, female genital mutilation, child sexual exploitation and abuse, stalking and sexual harassment. This can happen in any relationship regardless of sex, age, ethnicity, gender, sexuality, disability, religion or belief, income, class, geography or lifestyle.

Definitions



Page 39

The **United Nations Declaration on the Elimination of Violence against Women** defines this as:

“all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.” This encompasses, but is not limited to:

- Physical, sexual and psychological violence **occurring in the family**, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation;
- Physical, sexual and psychological violence **occurring within the general community**, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced prostitution;
- Physical, sexual and psychological violence **perpetrated or condoned by the State**, wherever it occurs.

The **Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015** defines specific forms of VAWDASV:

“**Abuse**” means physical, sexual, psychological, emotional or financial abuse;
 “**Domestic abuse**” means abuse where the victim of it is or has been associated with the abuser;

“**Gender-based violence**” means—

- violence, threats of violence or harassment arising directly or indirectly from values, beliefs or customs relating to gender or sexual orientation;
- female genital mutilation
- forcing a person (whether by physical force or coercion by threats or other psychological means) to enter into a religious or civil ceremony of marriage (whether or not legally binding);

“**Sexual violence**” means sexual exploitation, sexual harassment, or threats of violence of a sexual nature;

“**Harassment**” means a course of conduct by a person which he or she knows or ought to know amounts to harassment of the other; and for the purpose of this definition—

- a person ought to know that his or her conduct amounts to or involves harassment if a reasonable person in possession of the same information would think the course of conduct amounted to or involved harassment of another person, and
- “conduct” includes speech.

The partners (outlined on p.2) responsible for this strategy have agreed to adopt the widest definition, acknowledging that not all abuse is perpetrated within intimate partner or familial relationships, but can also be committed by strangers.

Scope

Some forms of abuse disproportionately affect those with protected characteristics. Issues of gender identity (including transgender), race, religion, culture, disability and sexuality can exacerbate vulnerability and can also shape attitudes and behaviours within relationships from both the victim's and the perpetrator's perspectives.

This regional VAWDASV strategy reflects the strategic and policy framework in force and will be amended as national or local policy changes. A number of crime types and issues are naturally referenced in this strategy. These include:

- Coercive control
- Domestic abuse
- Female Genital Mutilation
- Honour Based Abuse and Forced Marriage
- Modern Day Slavery – people trafficking; domestic servitude; labour exploitation
- Sexual violence – Child Sexual Exploitation; Child Sexual Abuse; rape, sexual assault
- Stalking
- Street harassment
- Workplace harassment
- Perpetrators of all of the above

Page 31

Our Vision

People who live, work, study in and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

Our Aims

This regional Strategy sets out how all partners will shape and deliver responses to all forms of violence against women, domestic abuse and sexual violence across the region over the next 5 years.

A separate action plan will take forward the issues identified in this strategy. These actions will be continually monitored with partners to inform a report of progress published annually as has been the case over the past five years. This will ensure that the Strategy remains focused and relevant.

This is the second regional Strategy and all partners have agreed that the following key aims remain relevant. These aims reflect the requirements of the revised Welsh Government national strategy (see page 9). Each of these aims will be addressed in a separate chapter, although it is acknowledged that many issues are cross-cutting.

Aim 1 - PREPARE

Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.

Aim 3- PREVENT

Proactively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as everyone's business.

Aim 5 - SUPPORT

Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

Aim 2 - PURSUE

Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.

Aim 4 - PROTECT

Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.

Regional Partners



This strategy has been developed with the cooperation and collaboration of the statutory partners across the region as listed on p.2. Third sector partners throughout the region have been involved in the development of this strategy as key stakeholders in the delivery of the frontline response to victims and are listed on p.3.

Most importantly, this strategy has been developed with the input and insights of survivors of VAWDASV, through direct consultation and activities that have informed the development of the action plan.

Victim or survivor?

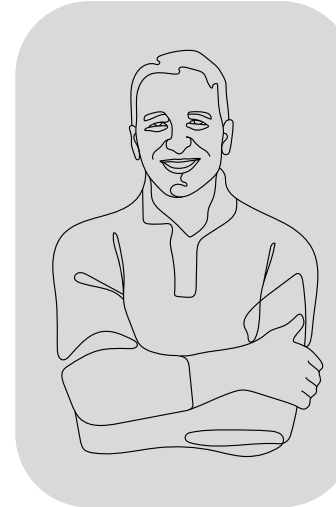
The words 'victim' and 'survivor' have very different connotations. Being a 'victim' can imply helplessness and pity, being trapped and having something done to you that you are not in control of, which might not adequately describe some people's experiences of VAWDASV. However, the term 'survivor' recognises that people are able to take control of their own lives; it implies progression over stagnancy, and many choose it because it serves as a term of empowerment. Some people exclusively use the term 'survivor' over 'victim', and vice versa. People are not either 'survivors' or 'victims' because it's equally possible to be both, depending on the context of the experience.

However, for simplicity and clarity to a wide-ranging audience, this strategy has used the term 'victim' to refer to those that have recently, or are currently experiencing VAWDASV and for those who are not aware or accepting that what they are experiencing is abuse.

'Survivor' is used to refer to those that have overcome their abusive situations, whether as a result of their own actions and/or following engagement with statutory or other support services.

What about men?

"I left with only the work clothes I was wearing, £200 but actually with the biggest smile on my face ever. I was free!" - Male victim



All partners in the region know that men can also be victims of domestic abuse, sexual assault, forced marriage, trafficking and honour-based violence and have acknowledged this throughout the strategy and continue to highlight this at all public events and staff training.

The VAWDASV Act addresses domestic abuse and sexual violence perpetrated against all people in Wales, while recognising that women and girls are disproportionately impacted by much of the violence and abuse covered by the Act.

This strategy aligns itself with the Act by recognising that, for this reason, a sex-based and gendered approach is required.

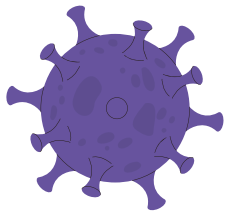
Work continues to ensure that our communities recognise that violence and abuse perpetrated by anyone is unacceptable and does not have a place in our society. With our specialist partners, we will continue to address any gaps whilst continuing to support services that are already in place, targeting additional resources where there is greatest need. The views of victims will be integral to this.

Finally, this strategy champions the Welsh Government Live Fear Free Helpline which provides information and advice for **everyone** affected by domestic abuse and sexual violence including men who are victims of abuse, friends and professionals who may be looking for advice on how best to support them.

Our journey so far...

The previous 2018-2023 strategy was developed at a time of challenges: new legislative duties on statutory bodies, continuing austerity leading to unprecedented budget cuts and an increasing demand for services. This was further impacted through the unique position of managing demand and service delivery during a global pandemic and a cost of living crisis. Despite these challenges, partners in the region have ensured that victims have continued to have access to specialist services that have been sensitive in their response during this difficult time. Some of the region's successes that have been highlighted in annual progress reports, are shown below:

Page 33



Responded to the COVID-19 Pandemic

- Increased refuge provision
- Extended the Health-based IDVA service
- Creatively used all available funding - both capital and revenue
- Offered a blended delivery model (both in person and online)
- Highlighted need for extra vigilance for all employees/volunteers working online

Opened a new One Stop Shop in Cardiff



Commissioned specialist provision

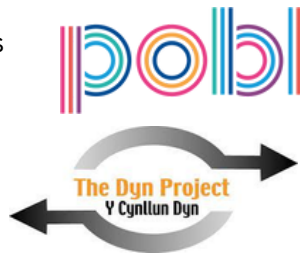


Specialist Domestic Abuse Service



Specialist Violence against Women, Domestic Abuse and Sexual Violence Service (Women)

The **Cedar Project** is a specialist provision for men impacted by domestic and/or sexual violence



Gave input to formal consultations

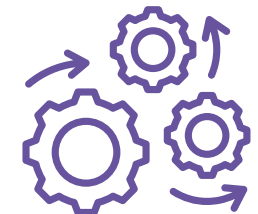
- Welsh Government Relationship and Sexuality Education Guidance
- Police and Crime Commissioner's violence against women and girls (VAWG) strategy
- Single Unified Safeguarding Review
- Domestic Abuse (2021) Act & Guidance
- Welsh Government VAWDASV Strategy
- Gloucester University Target Hardening Survey



Communications campaigns

- Annual White Ribbon Calendar of Events
- Over 300 packs sent to schools and universities
- Over 800 information packs to businesses in the beauty industry and over 300 packs to gyms, and related fitness centres and clubs
- 1,848,000 bus tickets advertising Live Fear Free helpline

Implemented new processes and services



- Established daily discussions (in addition to MARACs)
- Established the Higher & Further Education VAWDASV group
- Implemented elements of Change That Lasts
- New perpetrator programmes delivered
- Developed a regional Ask & Act Policy
- Implemented a regional model for children and young people at the SARC
- Rolled out IRIS to all GP surgeries

Policy and legislative context

World:

VAWDASV has been acknowledged by the Council of Europe, in the form of the Council of Europe Convention on preventing and combating violence against women and domestic violence also known as the **Istanbul Convention**. The Convention was adopted by the Council of Europe on 7 April 2011 and came into force on 1 August 2014. There is recognition from the United Nations, in the form of their Declaration on the Elimination of Violence against Women, and most recently in the UN Sustainable Development Goals 2030 that prioritises gender equality through goal 5. The International Day for the Elimination of Violence Against Women and Girls is celebrated globally on 15th November each year.

The **Convention on the Elimination of Discrimination Against Women (CEDAW)** provides a framework for states to take responsibility for tackling discrimination against women through a comprehensive set of rights for women in a variety of areas including civil, political, social and cultural rights.

Wales:

The purpose of the **Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015** is to improve prevention, protection and support for people affected. The resulting national strategy provides the leadership and direction which promotes consistency and best practice in the way in which violence against women, domestic abuse and sexual violence is prioritised and tackled across Wales, with the aim of “making Wales the safest place to be a woman.” The second edition of the national strategy contains the following objectives:

- 1 - Challenging public attitudes
- 2 - Increase awareness of healthy relationships
- 3 - Holding perpetrators to account
- 4 - Make early intervention a priority
- 5 - Relevant professionals are trained
- 6 - Provide responsive services

These will be brought together under a blueprint for action detailing activity required to realise these goals.

United Kingdom:

In November 2022, the UK became the 37th State to ratify the **Istanbul Convention** but reserved article 59 which sets out state obligations to provide protection to migrant women.

The UK Government's **Domestic Abuse Act (2021)** introduced a number of legislative changes outlined in page 30. The Act creates a statutory domestic abuse definition that emphasises emotional and financial abuse, controlling and coercive behaviours. It establishes in law the office of Domestic Abuse Commissioner and set out the Commissioner's functions and power. It also provides for a statutory domestic abuse perpetrator strategy.

Serious Violence Duty - the Police, Crime, Sentencing and Courts Act (2022), places a new statutory duty on a number of public sector agencies including the police, health and education to work together to prevent and tackle serious violence.

Cardiff and Vale of Glamorgan Region:

The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 placed a number of duties on local authorities and statutory organisations to develop regional strategies, comply with the National Training Framework, including a duty to Ask and Act, and to ensure that this agenda is referenced across Education services. This regional Strategy therefore identifies how these duties are being tackled in the region and how it will support the national strategy to prevent, protect and support those affected by VAWDASV.

Policy and legislative context

The **2022-26 Welsh Government VAWDASV Strategy** set out a vision to make Wales the safest place in Europe to be a woman focusing both on the private sphere and public spaces. The strategy's blueprint creates a whole system, multi-agency, multi-disciplinary approach that brings together different organisations and voices including:

- Statutory, third sector and private sector
- Devolved and non-devolved bodies
- Experts by experience and representative voices (e.g. Older People's Commissioner).

The Blueprint approach will implement a shared governance structure led by a new co-chaired, Ministerial-led National Partnership Board that will oversee the work of regional boards to ensure they deliver the all-Wales approach whilst reflecting regional difference. This regional strategy will support the delivery of the Blueprint's workstreams:

1. street harassment and safety in public place
2. workplace harassment
3. tackling perpetration
4. sustainable commissioning
5. Older people
6. Children and young people's needs
7. survivor voice

It is informed by the following principles that underpin the National Strategy:

- A comprehensive understanding of VAWDASV
- Tackling male violence
- An equalities approach
- Survivor's voice
- Trauma-informed
- Collaborative working and co-production

It will also align its commissioning and service expectations to the Welsh Government's National Framework of Standards.

The ways that the regional strategy overlaps with the requirements of the national strategy and its six objectives are set out in the diagram below.



We will:

assist the Welsh Government to implement the actions arising from the Blueprint approach and workstreams.

Policy and legislative context

In addition to the VAWDASV (Wales) Act 2015, and the national VAWDASV Strategy 2022-2026, there is a range of other Welsh legislation and policy that impacts on the delivery of this regional strategy:

Welsh Government's **Social Services and Well-being (Wales) Act 2014** reformed social care in Wales, ensuring that those with care and support needs achieve improved outcomes.

The **Well-being of Future Generations (Wales) Act 2015** set out seven wellbeing goals that aim to improve the social, economic, environmental and cultural well-being of Wales. The Act also established Public Service Boards for each local authority area in Wales who must prepare and publish a Local Well-being Plan.

The draft **Local Well-being Plan for Cardiff for 2023-2028** specifically highlights the following priorities to:

- Tackle all forms of VAWDASV, and take action to strengthen the support available to victims, including agreeing an updated VAWDASV Strategy.
- Work in partnership to identify vulnerability and prevent harm in the evening and night-time economy.
- Safeguard those at risk of exploitation and those who have been a victim of crime. This includes embedding a contextual approach to safeguarding across Cardiff and the Vale of Glamorgan.
- Respond in partnership with the Vale of Glamorgan, to the new statutory Violence Prevention Duty, underpinned by a public health-based approach to violence reduction.

The Housing (Wales) Act 2014 reformed homelessness duties for local authorities.

This is further supported by the **Welsh Government's Ending Homelessness in Wales: A high level action plan 2021-2026** which identifies actions that will be taken to ensure that homelessness is brief, rare and non-repeated.



Furthermore, the Welsh Government's Rapid Rehousing Transition Plan guidance outlines the steps for local authorities and partners to take to work towards the model whereby homeless people are provided with permanent housing as quickly as possible, rather than spending long periods of time in hostels or temporary accommodation. **The Renting Homes (Wales) Act 2016**, implemented from 1st December 2022, focuses on improving the process of renting and managing residential properties in Wales. It provides new occupation contracts for tenants of private and social rented properties and those in supported housing, including refugees.

This strategy takes due consideration of national action plans and strategies:

- Anti-racist Wales Action Plan (2022)
- LGBTQ+ Action Plan for Wales (2021)
- Substance Misuse Delivery Plan (2019-22)
- Together for Mental Health Delivery Plan (2019-22)
- Children and Young People Plan (2022-23)

We will:

ensure this strategy aligns with relevant policy and related action plans, as these are reviewed and renewed.

Policy and legislative context

The **Tackling Violence against Women and Girls: a Joint Strategy 2019 – 2024** developed by the South Wales Police & Crime Commissioner and Chief Constable and partners identifies four priority areas for action: Enhanced Collaboration, Prevention and Early Intervention, Safeguarding and Perpetrators.

The strategy also makes a clear commitment to holding perpetrators and those who cause harm to account, whether this is through the criminal justice system or through programmes and interventions that aim to give them the necessary skills to change their behaviour.

This strategy, therefore has cross-cutting impact on a number of regional strategic priorities, as these have been identified by the Regional Safeguarding Board, the Regional Partnership Board and the Regional Area Plan.

At the time of writing, the Vale of Glamorgan Council are developing their Community Safety Partnership Strategy. VAWDASV is included in the Corporate plan and the Community Safety and Wellbeing service plans that make a commitment to the development and delivery of the 'In Our Hands' Regional VAWDASV Strategy.

Page 37



Cardiff Council has identified the following specific objectives in its five year strategic plan, '**Stronger, Fairer, Greener**' 2022:

- Work with partners to tackle all forms of violence against women and girls, domestic abuse and sexual violence, and take action to strengthen the support available to victims, including agreeing an updated Violence against Women, Domestic Abuse and Sexual Violence Strategy and undertaking a full review of refuge accommodation in the city.
- Implement a Whole School Approach to preventing gender-based violence and abuse in education and other youth settings.
- Protect vulnerable young people from exploitation and address the recent rise in serious youth violence through developing a robust, integrated, data-led approach across Council and partner services that work with young people.

The cost-of-living crisis has again highlighted that women are impacted more negatively than men as their relative economic and social power is less than most males. For example, according to the 2021 ONS figures, despite there being more women than men living in Cardiff (all ages), fewer women are in employment, women are paid less, more women are (unpaid) caregivers and run fewer companies or SMEs.

At its Full Council meeting on 30th March 2023, Cardiff Council adopted a Motion to declare the capital a City for CEDAW. CEDAW is the United Nations Convention on the Elimination of Discrimination Against Women which provides a framework, actions and principles that Cardiff Council can take that align and support the goals of the VAWDASV (Wales) Act 2015. This Convention also overlaps with the Convention on Preventing and Combating Violence Against Women and Domestic Violence, which is also known as the 'Istanbul Convention' that has partially been ratified by the UK Government.

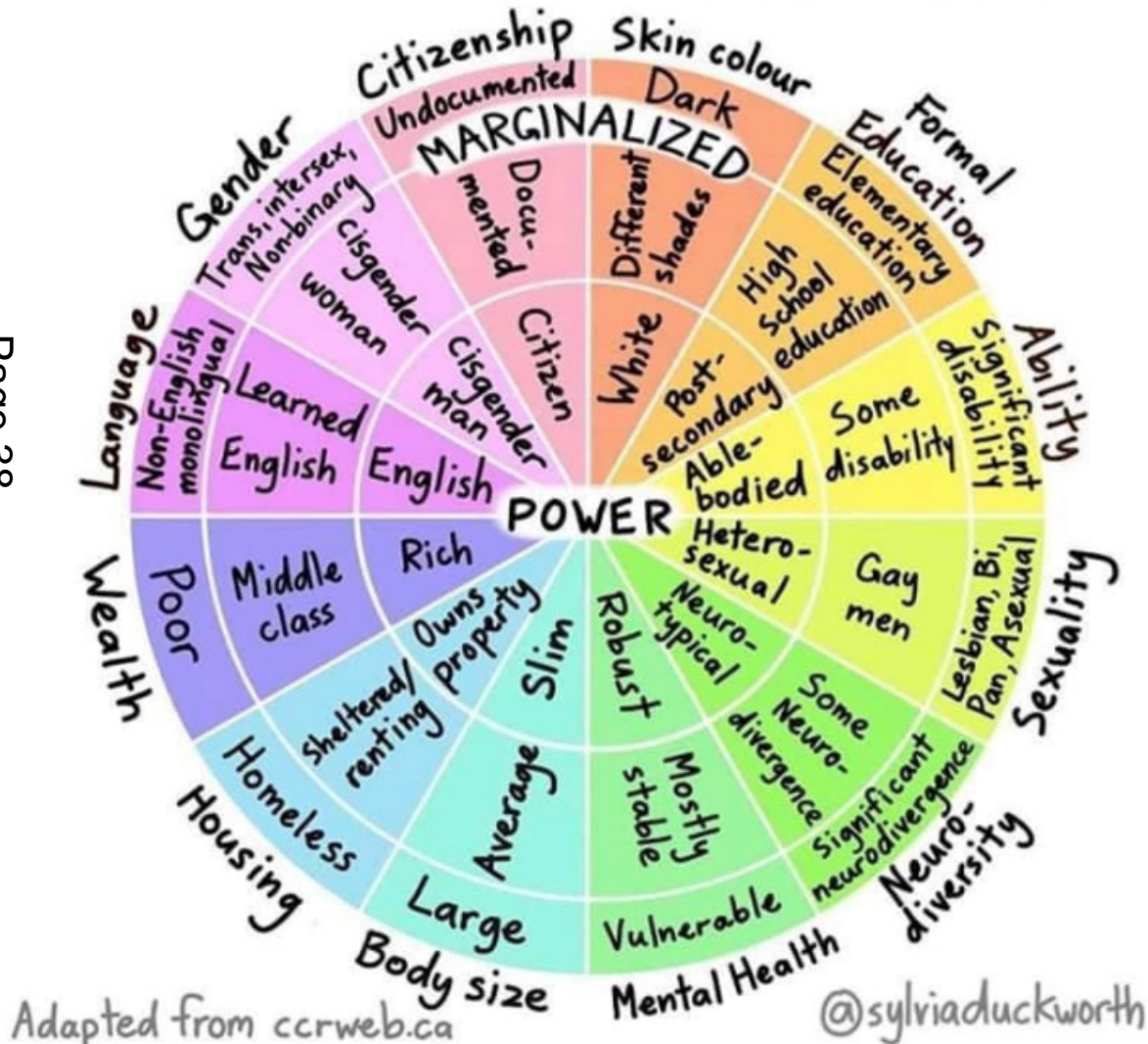
The UK Government is responsible for equality legislation and is accountable to CEDAW for equality across the UK. However, this issue has been devolved to Wales. Therefore, Cardiff Council will ensure that the Deputy Director of Communities in the Welsh Government will be apprised of the activity identified to ensure Cardiff is truly a CEDAW City..

We will:

develop and implement a CEDAW City action plan

Intersectionality

WHEEL OF POWER/PRIVILEGE



Survivors' experiences and needs are shaped by different aspects of their identities and how this positions them in society's power structures. In 1989, Kimberley Crenshaw[1] coined the term **Intersectionality** to describe the experiences of sexism and racism that Black women experience. Recognising that Black women's experiences of racism differ significantly to those of Black men and equally their oppression as women differ to that of white women, she calls attention to the different way that their identities interact. Since then, intersectionality has been a useful lens in understanding and addressing the needs of other marginalized communities and the complexity of the discrimination and disadvantages that they experience.

The Ecological Model

VAWDASV is not inevitable and our strategy places equal significance on working upstream to prevent VAWDASV from happening, as it does on dealing with the aftermath of abuse, supporting survivors and pursuing perpetrators.

We apply the ecological model that outlines how individual beliefs and attitudes that condone VAWDASV are shaped by wider societal structures, and social expectations that perpetuate harmful stereotypes and inequalities. These attitudes are shaped in families and peer groups and are influenced by societal expectations about the role of men and women in society. They are further reinforced by the policy and legislative framework.

In order to tackle a VAWDASV, a multi-agency and multi-level strategic response is required at individual, interpersonal, community and societal levels.



Chapter 1

PREPARE

One Region - Two Communities

Whilst both areas are geographically close, Cardiff and the Vale of Glamorgan differ in their individual geography and their population. Since the last census in 2011, the population of Cardiff grew by 4.7% (2nd largest population growth in Wales) and by 4.3% in the Vale of Glamorgan (4th largest population growth).

As a region, we recognise the unique needs of our different communities and acknowledge the hard work of partners in responding to these unique differences.

Cardiff

Cardiff alone has the highest population and highest population density in Wales at 2,572 residents per km², with the Vale over twice the Wales average (150) at 398.

It has a thriving night-time economy, a large student population, Black and minoritised communities (86,019 individuals) and LGBTQ+ population (21,851 individuals). As a result, many of the victims and perpetrators of VAWDASV may be new arrivals or visitors to the city and be unaware of local services and interventions making them vulnerable to extended trauma and re-victimisation.

The presence of different communities may result in higher prevalence of certain forms of abuse such as Honour-Based Abuse (HBA) including Female Genital Mutilation (FGM), sexual exploitation, human trafficking and modern slavery, sexual harassment and sexual abuse linked to the



night-time economy.

This has resulted in targeted services that respond to need but also engage with communities to raise awareness.

Vale of Glamorgan

The Vale of Glamorgan has seen the second largest increase in the over 65 population since the last census. Older people may have additional vulnerabilities such as cognitive impairment; and face barriers such as a perception that services are not for them; stigma; and fear of consequences.

The population in the Vale of Glamorgan tends to be more dispersed in rural communities. Research by the National Rural Crime Network suggest that rurality and isolation are weaponised by perpetrators to isolate their victims. This results in abuse lasting on average 25% longer and increasing the risk of harm - "*the more rural the setting, the higher the risk of harm.*"

It's crucial to understand the local population to plan services and interventions with their distinct needs in mind. It is worth acknowledging though that survivors of domestic abuse may be fleeing from any area of the country and their support networks. As a result, they may experience barriers and isolation and may require additional support.

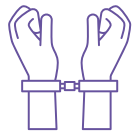
Similarly, the local population may travel for work and leisure to Cardiff. Their experiences of abuse in those settings may be missed from local crime statistics even though survivors rely on local services for support.



This is a broad analysis of population needs in the region and should not ignore that pockets of different communities occupy both regions.

Regional Overview

The Cardiff and Vale of Glamorgan region covers some 475 squared kilometres and comprises 41 separate wards (13 in the Vale of Glamorgan and 28 in Cardiff).



1 prison



189 schools



10 hospitals



12 colleges/
universities



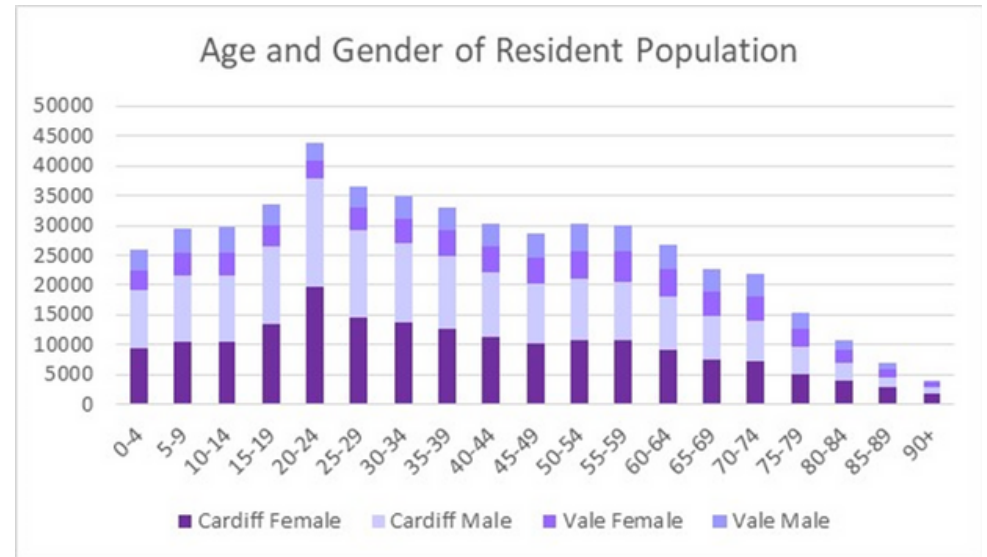
14 police
stations



2 Gypsy/Traveller
sites (80 pitches with
400 individuals)

Page 42

As at the 2021 Census, there was a total population of 494,200; comprising 352,100 households. The following breakdown are for adults (19+) and children and young people (under 19).



Planning and commissioning services relies on robust data that informs our understanding of survivors needs so that we can target resources appropriately and reduce duplication. This includes:

- Population data
- Service users' background and needs
- Services delivered
- Gaps in provision
- Trends and changes
- Input from experts by experience and professionals



We will:

work with partners across the region to continually improve data collection and analysis.

Regional Needs Analysis

SEX

The sex split in the region is equal with women making up 51% of the population and men 49%.

AGE

Whilst the 20-24 age group remains the largest, the region has an ageing population with an upward trend in all groups over the age of 50. The 70-74 age group has seen the most significant increase (34% increase in Cardiff and 41% increase in the Vale of Glamorgan) since the 2011 census. The growth of the 65 population in the Vale of Glamorgan has been particularly prevalent in the Western Vale. The current and projected growth in the region's older population will lead to a growth in the numbers of older people with complex care needs and a greater demand for health and care services.

SEXUALITY/ GENDER IDENTITY

Cardiff has the largest population in Wales that identifies as LGBTQ+ at 5.34% whereas the figure for the Vale of Glamorgan is 3.07% (census 2021).

DISABILITY

Approximately 1 in 5 people in the region are disabled Almost 1 in 10 (8.6% in the Vale of Glamorgan and 9.5% in Cardiff) are disabled under the equality act and their 'day-to-day activities were limited a lot' (Census 2021)

WELSH LANGUAGE

The number of Welsh speakers in Cardiff aged 3 and above has increased significantly in recent years. According to the 2022 Annual Population survey, Cardiff has the highest number of Welsh speakers in Wales (102,400). This is 28.5% of the Cardiff population. The number of people of people over the age of 3 who can speak Welsh in the Vale of Glamorgan is 25,900 (20.7%).

ARMED FORCES

In 2011, the Vale of Glamorgan had the largest Armed Forces population in Wales. 1,102 males and 41 females aged 16 and over in the Armed Forces and resident in the Vale of Glamorgan. The population is linked to the MOD base St. Athan in the Local Authority.

ETHNICITY

The ethnic make-up of the population in the region has changed significantly over the last decade.

According to the 2021 census, 21% of the population in Cardiff are from a Black and minoritised background (up from 15% in 2011).



More than one in three (36%) of children in Cardiff are from an ethnic minority background.

The Black and minoritised population in the Vale of Glamorgan increased by 50%. It rose from 3.6% of the overall population in 2011 to 5.4% of the population in 2021. There have also been notable changes in residents' stated religion. In 2001, the majority of respondents (73%) said that they were Christian. In 2011, the proportion fell to 58.1%.

ECONOMIC ACTIVITY

The number of those economically active in the region has risen marginally but due to the simultaneous population growth the percentage has fallen. (Census, 2021). The definition of 'economically active' in this instance includes those in employment and full time students.

	Economically Active Residents (Cardiff & Vale)				Percentage point change
	Active 2011 (number)	Active 2021 (number)	Active 2011 (%)	Active 2021 (%)	
Cardiff	160,377	160,440	56.6	54.1	-2.5
Vale of Glamorgan	59,274	59,915	57.8	55.8	-2

Regional Needs Analysis

A SNAPSHOT

South Wales police recorded 11,347 domestic abuse related incidents in 2018/19 and 10,138 in 2021/22. A total of 1,127 crime offences for modern day slavery, rape, sexual assault and stalking (non-domestic) were recorded in 2018/19 and 1,436 in 2021/22.

The RISE service in Cardiff, Atal y Fro service in the Vale of Glamorgan and the DYN project for male victims in the region received referrals for 7,313 survivors of domestic abuse in 2019/20 and 7,975 in 2020/21, a 9% increase.

	2019/20	2020/21
Number of Public Protection Notices (PPNs)	Waiting for data	9,636
Multi-Agency Risk Assessment Conference (MARAC)	897	1,003
RISE	6,263 referrals 1,158 high risk	6,725 referrals 1,475 high risk
Atal y Fro	843 referrals 427 high risk	1,054 referrals 553 high risk
DYN Project	207	196
Health Independent Domestic Violence Advocate	259	453

MALE VICTIMS

Men can be victims of domestic abuse and sexual violence. Based on Public Protection Notice (PPN) submissions in 2020/21 in Cardiff and the Vale of Glamorgan, approximately 20% (2,021) are male and 80% (8,609) are female. Note that PPNs are submitted when there is concern, and may not constitute a crime. Additionally, these figures may contain repeat victims and so should be interpreted cautiously. In 2017, 4% of cases discussed at Cardiff's Multi-Agency Risk Assessment Conference (MARAC) and 5% of cases discussed in Vale of Glamorgan MARAC were male. The Health Independent Domestic Violence Adviser (IDVA) service at Cardiff and Vale UHB received 66 referrals for men alleging abuse in 2020/21. Men are the perpetrators in a majority of cases.

SEXUAL VIOLENCE

In 2019/20, the sexual assault referral centre (SARC) received 465 referrals which increased to 737 in the following year. This included 19 children for 2019/20 and 118 children in 2020/21. The number of children on the child protection register due to sexual abuse increased from 25 in 2019/20 to 54 in 2020/21 representing a 116% increase. The proportion of the overall numbers with this factor has also increased from 2.64% of all registrations to 7.61% of all registrations due to sexual abuse.

CHARACTERISTICS CONFERRING INCREASED RISK

Individuals with specific characteristics may be at disproportionate risk of abuse and may experience additional and overlapping barriers with seeking help. This may include Black and minoritised women, asylum seekers and refugees, disabled people and older people.

- Every year the Cardiff VAWDASV service RISE supports around 400 Black and minoritised survivors.
- In Cardiff, the StreetLife project has worked with over 150 individuals exploited through the sex industry, but this is likely to be an underestimation given that many will not come to the attention of the authorities and services.
- Approximately 10% of sexual violence survivors who access the regional sexual assault referral centre (SARC) are LGBTQ+ with an upward trend in the number of trans survivors.

Equality and Diversity

Working to the Equalities Act 2010 and the Welsh Language Act 1993 which has been further amended by the Welsh Language Measure 2011, all partners in the region are mindful how they respond to the diverse needs of victims including how they engage with, and meet the needs of, victims (including children) with protected characteristics. Partners share the values of being open-minded and respectful and have a commitment to equality and diversity, acknowledging individuality and recognising that people are not a homogenous group of victims.

Age	<ul style="list-style-type: none"> Acknowledge and understand the impacts of VAWDASV on older people seeking support and tailor services appropriately. Deliver a range of age-appropriate therapeutic interventions for children and young people.
Disability	<ul style="list-style-type: none"> Ensure equitable access to services, especially information and advice and in accommodation-based support. Develop referral pathways into other specialist support such as mental health and substance misuse services.
Gender Reassignment	Have clear policies and procedures in place for delivering services to transgender victims, especially in shared accommodation-based settings and in group work – both in terms of keeping the victim safe and managing any impact.
Pregnancy & Maternity	Service provision should acknowledge and understand how VAWDASV is impacting on a survivor's own wellbeing and on their capacity to form positive attachments and effectively parent their children.
Race	Provide sensitive and appropriate services for all survivors but specifically for those from a Black and minoritised background who may experience additional barriers that may affect their ability to seek help and support and who may have additional needs.
Religion/ Belief	Have an awareness of the different requirements of a survivor's religion/belief and meet these needs wherever possible, for example the use of prayer/contemplation rooms in the accommodation-based support settings.
Sex	<ul style="list-style-type: none"> Deliver services that are informed by a gendered understanding of VAWDASV to reflect the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act. Ensure that children of any sex or gender accompanying a victim are provided with appropriate support and positive mentoring.
Sexual orientation	Acknowledge and understand the effects of sexual orientation on the abuse experienced by LGBTQ+ survivors.
Welsh Language	Facilitate response to initial enquiries in the Welsh language and ensure that all publicity materials regarding services are bilingual.

An overview of equality and diversity



Equality is everyone getting a pair of shoes.



Diversity is everyone getting a different type of shoe.



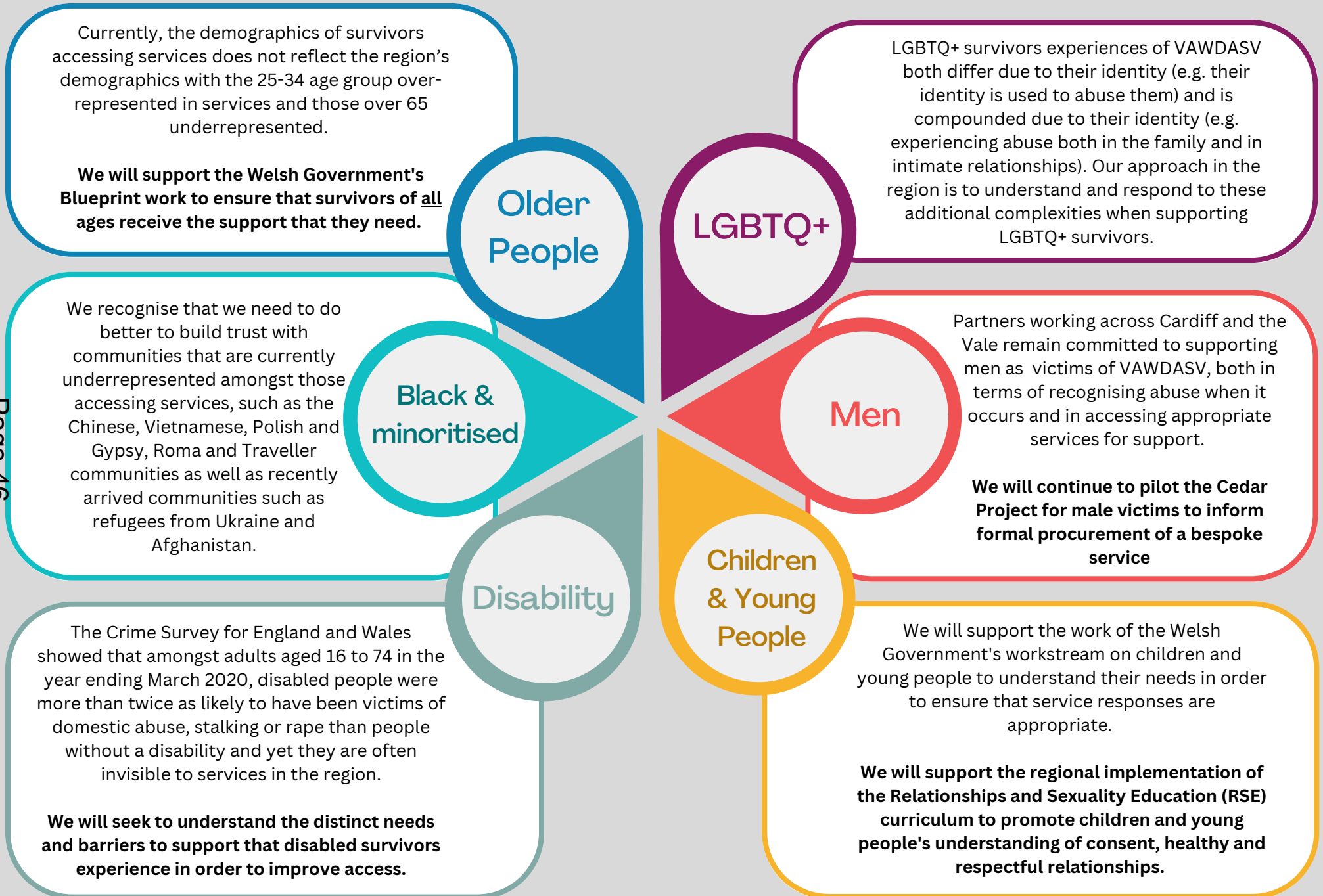
Equity is everyone getting a pair of shoes that fits.



Acceptance is understanding we all wear different kinds of shoes.



Belonging is wearing the shoes you want without fear of judgment.

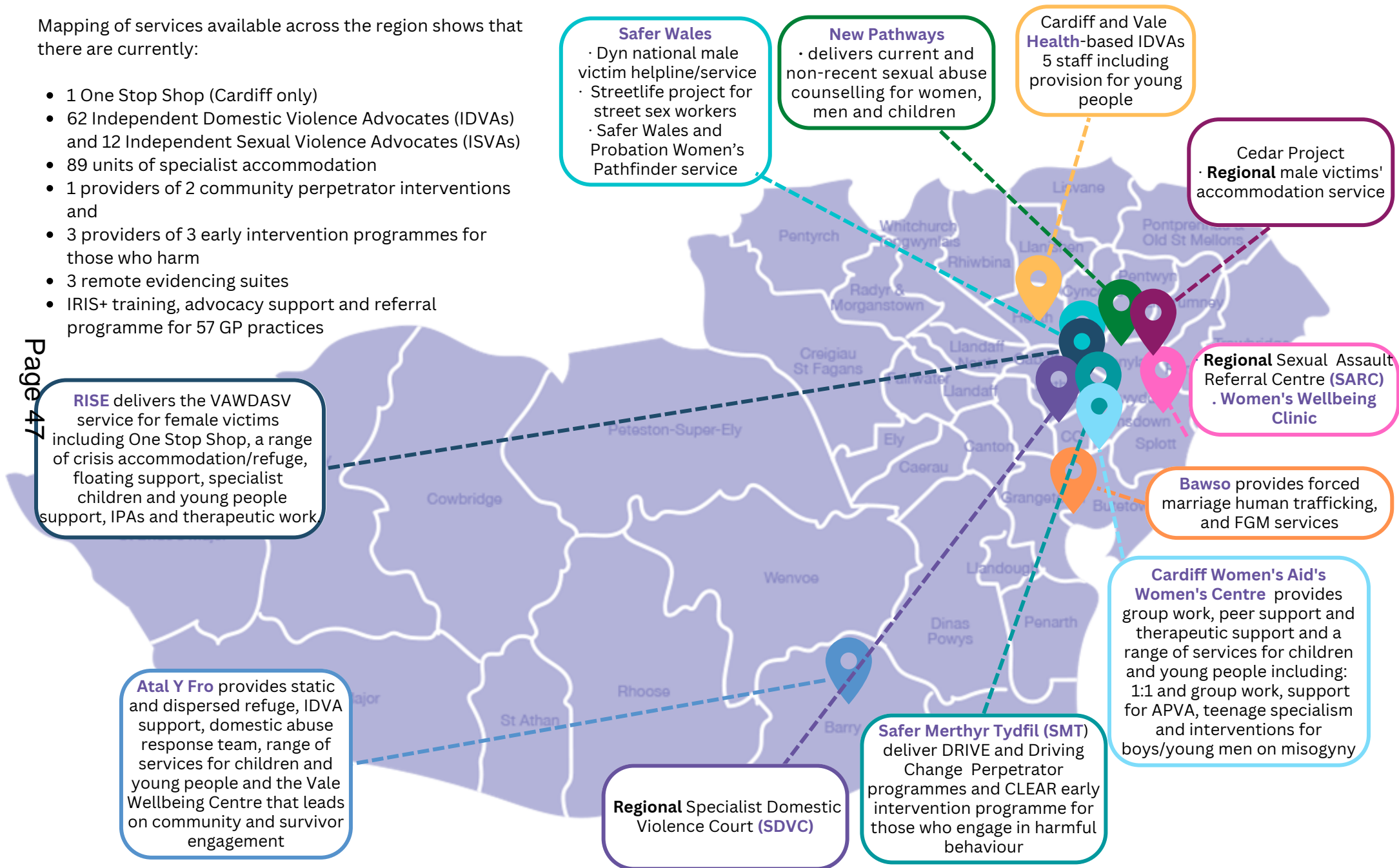


Available regional specialist services

Mapping of services available across the region shows that there are currently:

- 1 One Stop Shop (Cardiff only)
- 62 Independent Domestic Violence Advocates (IDVAs) and 12 Independent Sexual Violence Advocates (ISVAs)
- 89 units of specialist accommodation
- 1 providers of 2 community perpetrator interventions and
- 3 providers of 3 early intervention programmes for those who harm
- 3 remote evidencing suites
- IRIS+ training, advocacy support and referral programme for 57 GP practices

Page 47



RISE delivers the VAWDASV service for female victims including One Stop Shop, a range of crisis accommodation/refuge, floating support, specialist children and young people support, IPAs and therapeutic work

Safer Wales
 · Dyn national male victim helpline/service
 · Streetlife project for street sex workers
 · Safer Wales and Probation Women's Pathfinder service

New Pathways
 · delivers current and non-recent sexual abuse counselling for women, men and children

Cardiff and Vale Health-based IDVAs
 5 staff including provision for young people

Cedar Project
 · **Regional** male victims' accommodation service

RISE delivers the VAWDASV service for female victims including One Stop Shop, a range of crisis accommodation/refuge, floating support, specialist children and young people support, IPAs and therapeutic work

Atal Y Fro provides static and dispersed refuge, IDVA support, domestic abuse response team, range of services for children and young people and the Vale Wellbeing Centre that leads on community and survivor engagement

Regional Specialist Domestic Violence Court (SDVC)

Safer Merthyr Tydfil (SMT) deliver DRIVE and Driving Change Perpetrator programmes and CLEAR early intervention programme for those who engage in harmful behaviour

Cardiff Women's Aid's Women's Centre provides group work, peer support and therapeutic support and a range of services for children and young people including: 1:1 and group work, support for APVA, teenage specialism and interventions for boys/young men on misogyny

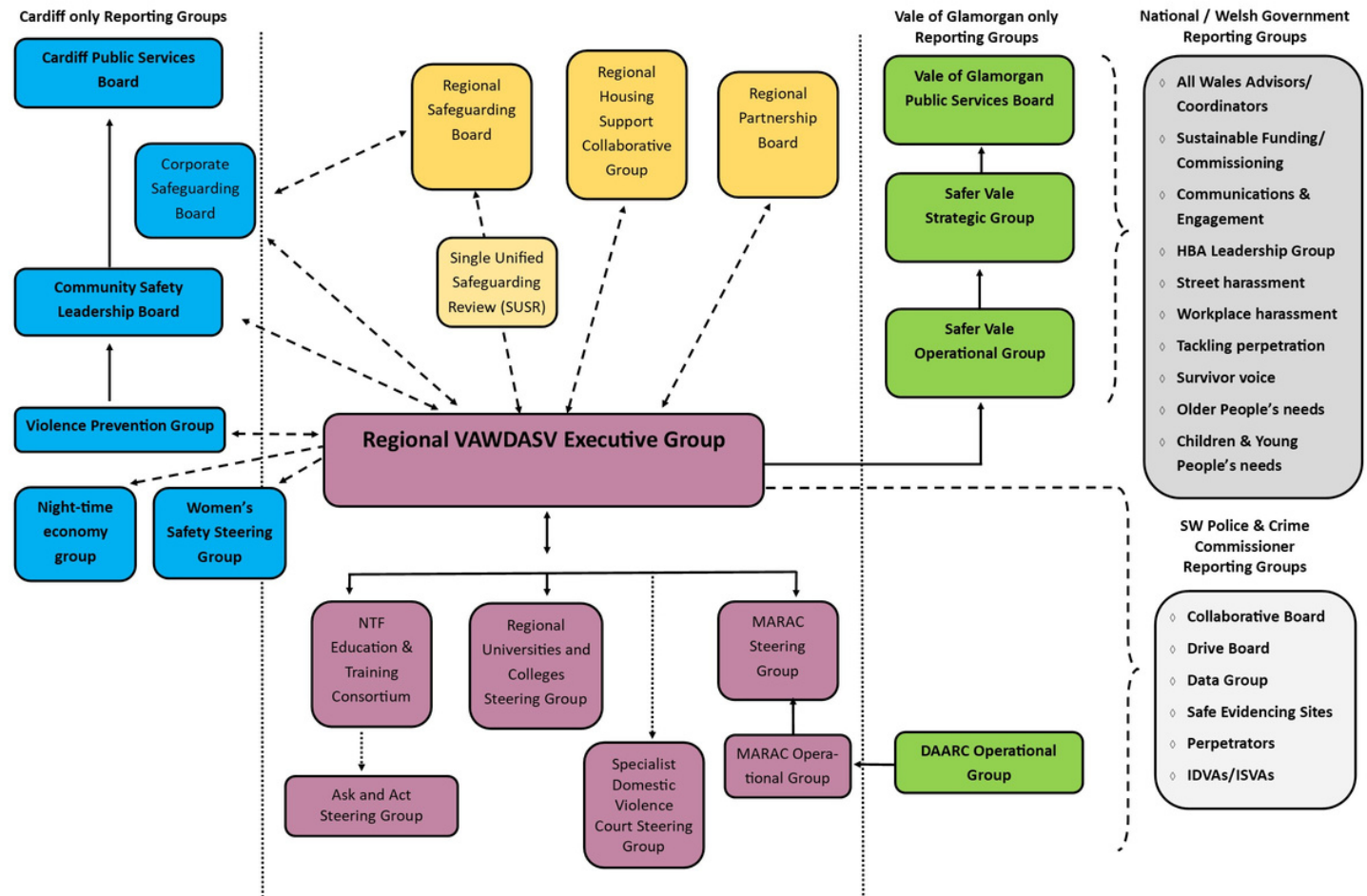
Bawso provides forced marriage human trafficking, and FGM services

Regional Sexual Assault Referral Centre (SARC)
 · **Women's Wellbeing Clinic**

Governance

The below diagram provides the proposed governance structure to be adopted in the region. There will continue to be a degree of reporting through local authority governance and oversight arrangements. This regional structure will be continually monitored and reviewed to remain in line with other relevant structures. Each sub group will have responsibility and lead on different elements of the delivery plan and report to the Executive Group on a quarterly basis.

Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Reporting Structure wef. Apr 2023



- We are implementing our agreed recommendations from the Safe Lives review and have a single MARAC Steering Group for the Region.
- The Domestic Homicide Review Panel will be replaced by the Single Unified Safeguarding Review Panel feeding to the Regional Safeguarding Board.
- Partners will continue to support work to tackle VAWDASV across the South Wales through the South Wales Police and Crime and Commissioner's Reporting Groups.
- We will support the Welsh Government's implementation of the national VAWDASV strategy through the blueprint approach, workstreams and leadership groups.
- VAWDASV issues will continue to be fed into other regional and over-arching governance arrangements (Regional Safeguarding Board, Regional Partnership Board and Regional Housing Support Collaborative Board)

Regional Commissioning Approach

People will forget what you said, people will forget what you did, but people will never forget how you made them feel. – Maya Angelou



Page 49

The region is fortunate to have a range of funding sources to help with testing new ways of working or to offer meaningful contracts for the delivery of key services.

The majority of the funding used for VAWDASV services is from the Welsh Government’s Housing Support Grant which funds staffing for refuges and floating support services. The South Wales Police and Crime Commissioner similarly makes a large contribution to the region through control of his own and, more recently, Home Office/Ministry of Justice funding.

Any capital funding is usually made available from Welsh Government and the region has benefited from a variety of awards over recent years. Cardiff Council acts as the Regional Banker for Welsh Government and Police and Crime Commissioner funding and is responsible for managing subsequent onward grants or contracts with specialist providers.

Quality of support

Survivors have the right to quality support across the region, no matter which commissioned service they approach to get support. We are committed to ensuring that the services that we commission are accredited through the relevant sector standards for specialist VAWDASV services that act as an independent quality assurance mechanism. It is worth noting that currently, there are no quality standards for services working with survivors of sexual exploitation.

Accreditation	Domestic Abuse	Sexual Violence	BAME	Male victims	Perpetrators
Welsh Women’s Aid’s National Quality Service Standards	✓				
Imkaan Safe Minimum practice standards	✓		✓		
National Service Standards (Rape Crisis England and Wales)		✓			
Lime Culture Quality Standards for: <ul style="list-style-type: none"> Independent Sexual Violence Adviser (ISVA) Services Services Supporting Male Victims 		✓		✓	
<ul style="list-style-type: none"> The Respect Standard (Perpetrators) Respect Male Victim's Standards 				✓	✓
Welsh Government Perpetrator Service Standards					✓
The Survivor Trust (TST) National Service Standards		✓			

Expert voices



In addition to the leaders in the region, our strategy and ongoing work in the region are informed by expert voices, both from professional, academics and those with lived experience expertise.

Lived experience expertise

Survivors are at the heart of everything that we do. Survivor input was crucial in the development of this strategy and their authentic voice is included in the form of quotes throughout the document. We will continue to ensure that appropriate frameworks and mechanisms are in place to ensure that survivors' voices are integral in the delivery of the strategy.

Diverse voices and representation are key in making sure that we deliver responses that are tailored to individual needs and reach those most disadvantaged and marginalised. This includes children and young people, the LGBTQ+ community and older people, but will expand as and when appropriate.

"Hold more events to listen to the survivors as they have not been listened to and silenced for many years" -

VAWDASV Survivor

Professional and academic expertise

This strategy is a collaborative effort between statutory and third sector partners. In addition to survivors with lived experience of VAWDASV, we will continue to call on expert professionals in the field to provide training, guidance and specialist advice on new tools, methodology and learning.

Similarly, we ensure that our understanding of VAWDASV is underpinned by strong evidence based and we have called upon academic expertise in order to upskill the workforce working in the region. For example, in 2022, we invited Dr Jane Monkton-Smith to provide presentations on the Domestic Homicide timeline, including specific considerations for homicides that happen in the context of honour-based abuse and understanding domestic abuse related suicides.

we are kept informed of any academic research and development. The region is also represented at the VAWDASV Research Network Wales, which was launched in 2021 by the Minister for Social Justice, Jane Hutt MS. We have used the most relevant and current research and evidence in the development of this strategy.

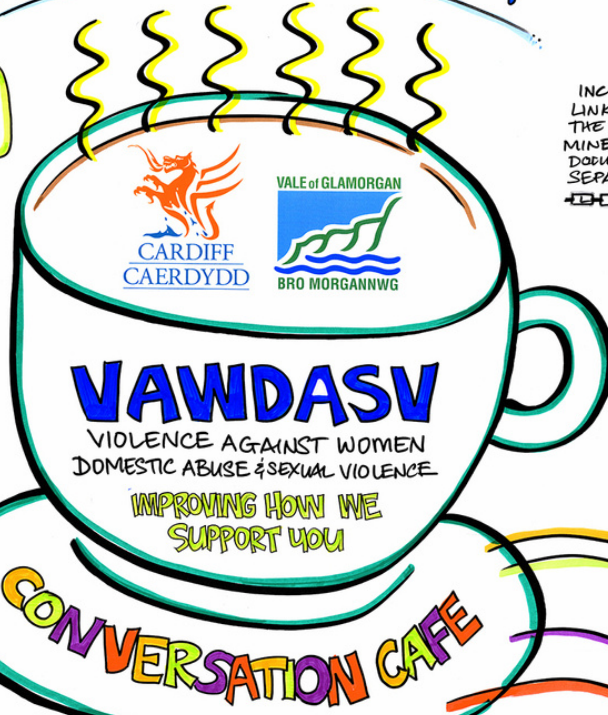
We will:

- ensure the lived experiences of survivors informs ongoing service development and delivery and
- continue to learn from experts.

Consultation with survivors

WHAT MATTERS TO YOU?

THIS INFORMAL EVENT WILL HELP YOU TO CONTRIBUTE TO THE DEVELOPMENT OF THE REVISED CARDIFF & VALE OF GLAMORGAN REGIONAL VAWDASV STRATEGY



1. PURSUE

YOUR EXPERIENCES OF CRIMINAL JUSTICE & SPECIALIST SERVICES

INCIDENTS LINKED BY THE POLICE - MINE WERE DOCUMENTED SEPARATELY



FAMILY COURTS - WOULD BE NICE TO HAVE SOMEONE WITH ME THEY SHOULD BE MORE UNDERSTANDING & SUPPORTIVE.

DECIDED NOT TO PROSECUTE - DIDN'T WANT TO GO THROUGH COURT TO DRAG THINGS UP

999 CALL FANTASTIC RESPONSE FROM FEMALE OPERATOR - TALKED TO ME & CHILDREN

MORE REPURCUSSIONS THROUGH C.J. SERVICES

DIDN'T THINK I WOULD BE BELIEVED

POLICE & BAUSO HELPED ME - THEY UNDERSTAND US. EVERYTIME I NEED SOMETHING I CALL MY SUPPORT WORKER, NOT MY FAMILY.



IMMIGRATION SOLICITORS DONT WANT TO TAKE ON LEGAL AID CUSTOMERS MAKES IT HARD FOR SURVIVORS OF TRAFFICKING.

HOUSING LISTS & WAITING LISTS TOO LONG FOR SUPPORTED LIVING - WENT INTO PRIVATE HOUSING

DOCTOR & POLICE EXPLAINED WHAT WAS HAPPENING - WOULD ENCOURAGE PEOPLE TO TELL SOMEONE IF THEY'RE BEING HURT

POEL HELPED ME MOVE & CONTINUE TO SUPPORT ME - FANTASTIC



2. PREVENT

HOW WE CAN CHANGE SUPPORT SERVICES & IMPROVE SERVICES FOR VAWDASV.

AWARENESS RAISING EVERYWHERE! BUS STOPS... GP... HOSPITAL SHOPS...



PROVIDE MORE CHILDCARE SO YOU HAVE MORE

EDUCATE MEN ABOUT HOW TO TREAT WOMEN & THE LAWS IN THIS COUNTRY



MORE OPPORTUNITIES LIKE TODAY TO HEAR PEOPLES STORIES

COERCIVE CONTROL IS VERY MISUNDERSTOOD - I NEED MORE INFORMATION ON THIS

ALLOW SURVIVORS TO SPEAK IN THEIR OWN WAY & IN THEIR OWN TIME, AND GIVE CHILDREN TIME TOO BE PATIENT AND PERSISTENT.

HOLD PERPETRATORS TO ACCOUNT, ALSO GIVE SUPPORT FOR THEM, NOT JUST AT CRISIS

ENSURE ALL AGENCIES ARE AWARE OF THE LIVE FEAR FREE HELPLINE:

0800 80 10 800 CALL TEXT LIVE CHAT EMAIL

REFERRAL TO THE SUPPORT THEY CAN OFFER.

VAWDASV NEED TO BE NORMALISED - SAME AS MENTAL HEALTH

ENSURE EVERY REGION IN WALES FOLLOWS/ALIGNS TO



HOUSTIC TREAT EACH CHILD AS AN INDIVIDUAL READILY AVAILABLE

ONE LITTLE PARAGRAPH ON THE W.G. WEBSITE - THEY STILL DON'T GET IT RIGHT.

COURSE FOR POLICE TARGETED AROUND ONLY MEN???

TELL US YOUR STORIES...

THANK YOU FOR SHARING

OUR VISION

OUR VISION IS THAT PEOPLE WHO LIVE, WORK, STUDY IN & VISIT CARDIFF & THE VALE OF GLAMORGAN HAVE THE OPPORTUNITY TO LIVE POSITIVE, INDEPENDENT LIVES WITHOUT BEING AFFECTED BY VIOLENCE AND ABUSE.

29 NOVEMBER 2022
AM SESSION - WOMEN
PM SESSION - MEN

Pafiliwn Grange Pavilion



Consultation with survivors

3. PROTECT

HOW WE CAN HELP YOU TO FEEL SAFER, & ABOUT YOUR EXPERIENCES OF SUPPORT.

REFUGE WELCOMED NOT QUESTIONED. I FELT SAFE WITH SURROUNDINGS AND STAFF

ROOM WAS CRAMPED FOR ME & 3 CHILDREN

FRIGHTENED WITH REFUGE LOCATION - HIGH CRIME AREA

PHENOMINAL SUPPORT FOR MY CHILDREN STRAIGHT AWAY

SOCIAL SERVICES TOLD NOT TO SAY ANYTHING IN CASE MY CHILDREN GET TAKEN AWAY FROM ME.

LEGAL ADVICE - 30 MINS WITH SOLICITOR

CARDIFF COUNCIL SUPPORTED ME WITH ALARMS FITTED ON DOORS & PROPERTY

I AM FREE AND MORE CONFIDENT TO SPEAK TO OTHERS

AT REFUGE NICE PLACE TO MEET NEW PEOPLE - LEARN FROM THEM

DAYS LIKE THESE ARE REALLY NEEDED TO GIVE SURVIVORS A SAFE SPACE TO TELL THEIR STORY

POLICE DON'T COME ACROSS MALE ABUSE, IF THEY DID, WOULD THEY BELIEVE? WHY I DIDN'T REPORT IT...

NOT IDEAL FOR CHILDREN

NEW PATHWAYS

THE THERAPY & COUNSELLING SO EMPOWERING IN EVERY WAY...

FIRST TIME I FELT HEARD

CPS: REALLY LET ME DOWN AS THEY DIDN'T BELIEVE ME. LISTEN TO LIVED EXPERIENCES, UNDERSTAND VICTIM'S

JOURNEY

VAUDATE THEIR EXPERIENCES

TAKE BREACHES OF BAIL SERIOUSLY & REALISING THIS IS ESCALATING RISK... PERPETRATOR HAS LOST CONTROL, NO REGARD FOR SERVICES.

4. SUPPORT

HOW WE CAN IMPROVE WHAT WE DO & PROVIDE THE BEST SUPPORT POSSIBLE.

NO WAITING LIST FOR COUNSELLING

M.H. & SUBSTANCE & MISUSE SPECIALISTS

TALK ABOUT EMOTIONS COUNSELLING

REFUGE

- REHOUSING (BEEN IN REFUGE 2 YEARS)
- INTERNET IN REFUGE!
- SAFETY IN REFUGE: NO MEN, NO DRUGS.

SCHOOL TIMES/LOCATIONS MAKE IT DIFFICULT TO GET TO ENGLISH/ESOL CLASSES. NEED COMMUNITY BASED CLASS FOR EVERYONE

MAKE FRIENDS

SHE COULDN'T SEE THAT WHAT SHE'D DONE WAS WRONG

BETTER KNOWLEDGE OF REFUGES WILL BE SENT TO... (HOW MEDICAL ISSUES WILL BE DEALT WITH WHEN SENT OUT OF AREA.)

SUPPORT FOR HOMEOWNERS

UNDERSTAND WHY PEOPLE STAY/RETURN

6000 PEOPLE ON VALE WAITING LIST, YET EMPTY HOUSES NEAR ME.

WHEN I GOT SUPPORT, THERE WAS ONLY ONE PERSON COVERING

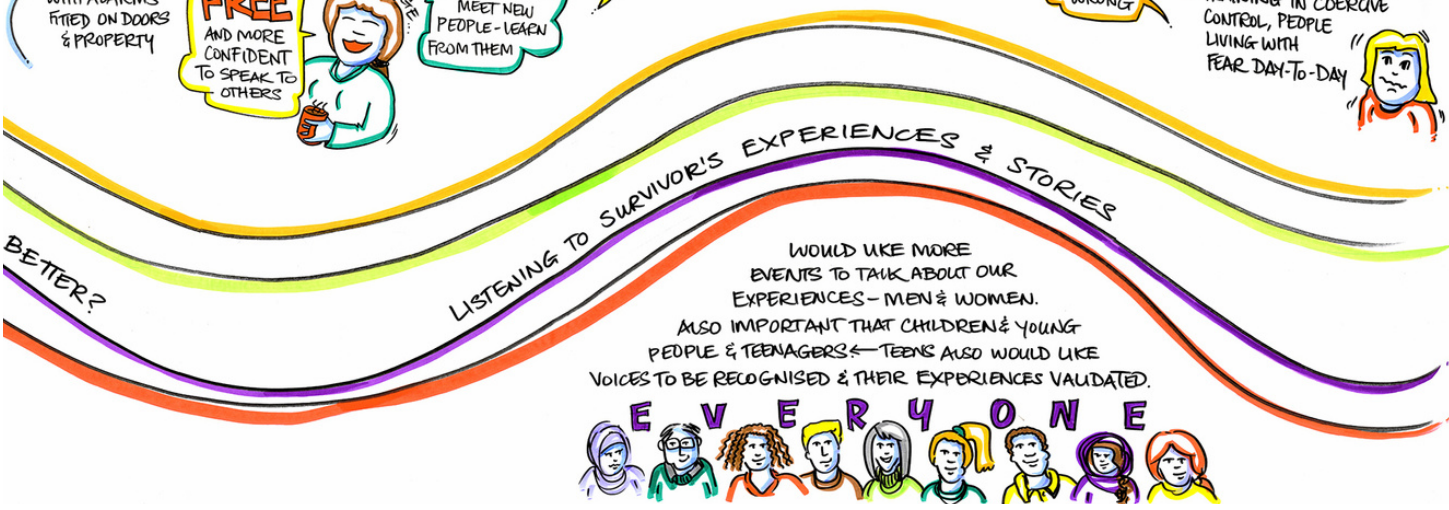
THE WHOLE OF WALES - IT'S JUST NOT ENOUGH!

HOUSING SUPPORT EMERGENCY ACCOMMODATION

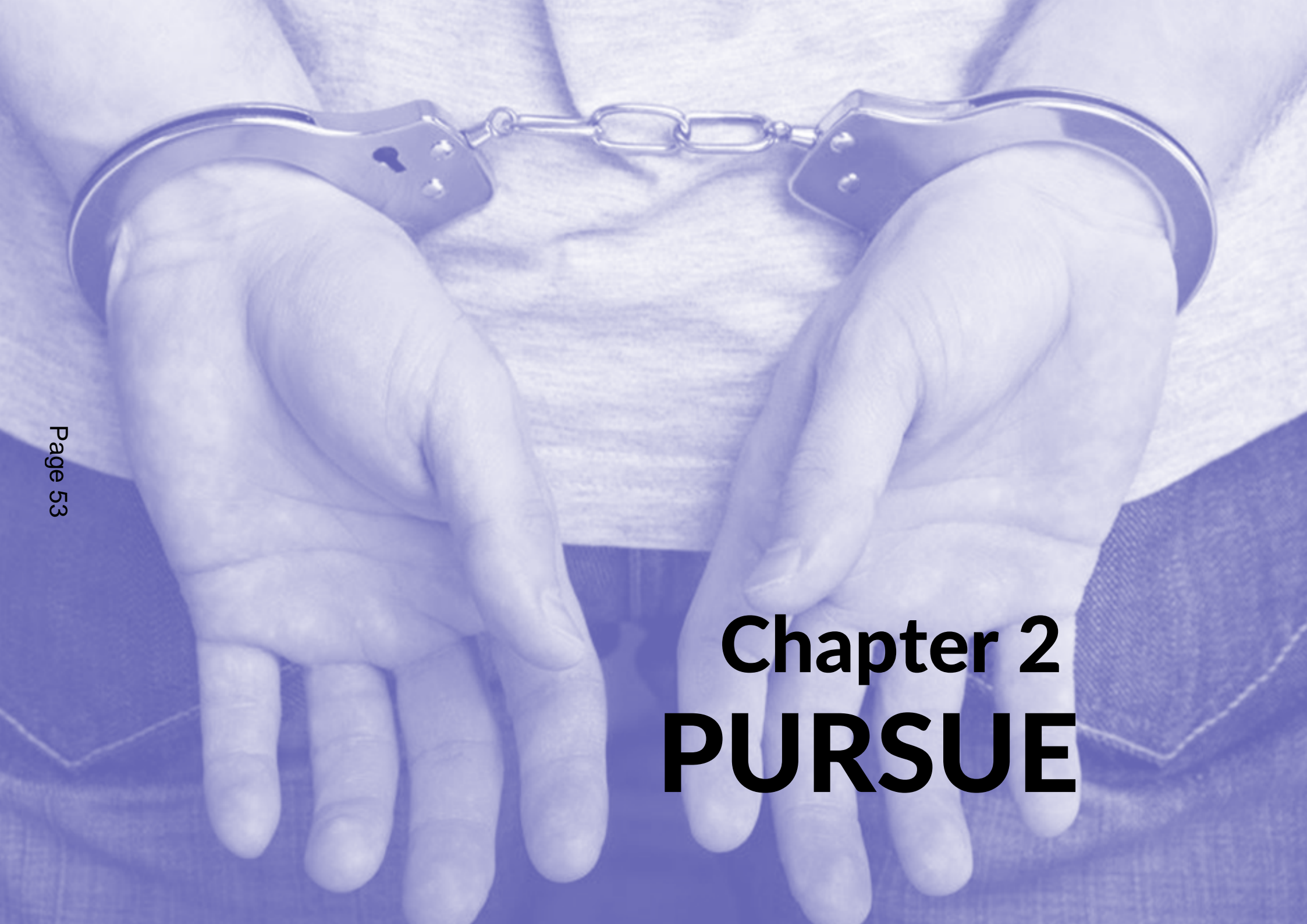
SURVIVORS WHO HAVE FAMILY ABROAD NEED INTERNET ENABLED PHONES TO CONTACT THEM - OUR PHONES ARE ON LOAN. STARTING IN A NEW COUNTRY - HARD!

PLAY OR ART THERAPY

- CHILDREN: BETTER SPACES FOR THEM TO SPEAK
- TRAINING IN CHILDREN'S BEHAVIOURS, & EFFECTS OF DOMESTIC VIOLENCE.
- TRAINING IN COERCIVE CONTROL, PEOPLE LIVING WITH FEAR DAY-TO-DAY



The authentic voice of victims and survivors has been central to the development of this Strategy and will feature throughout future work. A 'Conversation Café' attended by male and female victims and survivors from across the region provided an opportunity for feedback to be incorporated across each of the 5 Aims. The day was a powerful reminder of the need to centralise the authentic voices of victims and survivors and this visual was created reflecting their feedback.

A close-up photograph of a person's hands in handcuffs, overlaid with a blue tint. The hands are positioned palms up, and the handcuffs are connected by a metal chain. The person is wearing a light-colored, textured shirt and blue denim jeans.

Chapter 2 PURSUE

Criminal Justice Response (domestic abuse)

We talk about how many women were raped last year, not about how many men raped women. We talk about how many girls in a school district were harassed last year, not about how many boys harassed girls. So you can see how the use of this passive voice has a political effect. It shifts the focus off men and boys and onto girls and women. Even the term **violence against women** is problematic. It's a passive construction. There's no active agent in the sentence. It's a bad thing that happens to women, but when you look at that term **violence against women**, nobody is doing it to them. It just happens. Men aren't even part of it!

Jackson Katz, PhD, from his Ted Talk "Violence Against Women: It's a Men's Issue"

"The attention needs to be on the perpetrator not the victim. We concentrate on the victims too much. The perpetrator walks around entitled and the victim is scared." - VAWDASV survivor

Page 54

The intention of our strategic approach is to make perpetrators visible and accountable for the harm that they cause. This includes interventions through the criminal justice system such as arrests, prosecutions, imprisonment and interventions through the Probation Service. It also includes programmes and interventions in the community to break the cycle of perpetration by changing attitudes and behaviour.



We have received mixed feedback from survivors and partners, which suggest that victim-blaming and unhelpful attitudes prevail in organisations such as the police. South Wales Police have also responded to reports of police perpetrated abuse by commissioning an independent service to meet survivors' needs. Cultures of misogyny, sexism and victim-blaming, however, are not limited to the police and a number of public bodies and services have come under scrutiny in recent years.

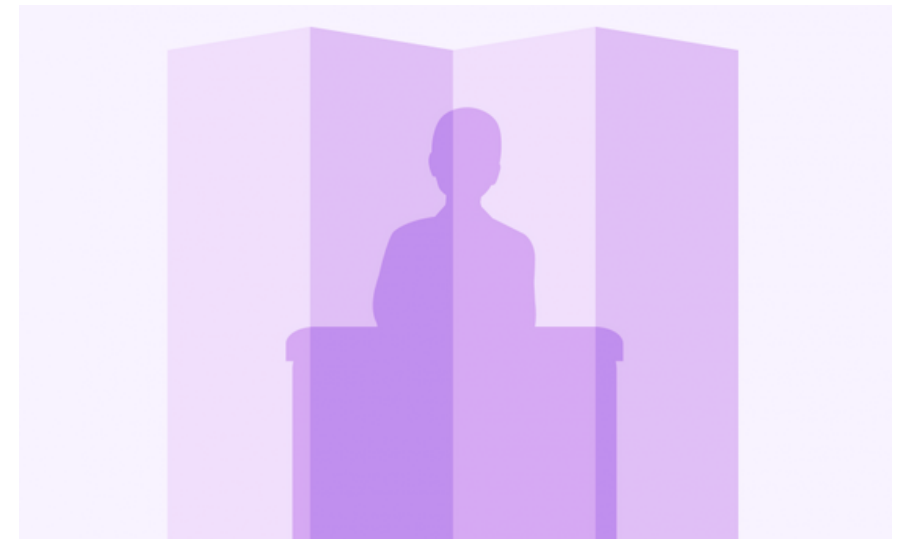
"Clearly there was a long history of DV and I felt as though I was being questioned and interrogated." - VAWDASV survivor

Every month, there are a number of requests to the CPS for charging advice. Of those charged, the conviction rate in the region runs between 75-77%. Guilty please are approximately at 70%.

In order to achieve best outcomes for victims through criminal justice proceedings, we have implemented the following measures:

- There are three evidencing sites where victims can provide evidence without having to physically present at the court.
- The Probation Stakeholder Engagement Team has conducted a thorough needs analysis to ensure that all probation staff servicing the courts are fully trained and equipped in all aspects of domestic abuse with key priorities to ensure victim safety, especially when bail is being considered in remand courts.
- Independent Domestic Abuse Advocates (IDVAs) will provide specialist advocacy and support to survivors

In addition, the Domestic Abuse Act (2021) prohibits perpetrators and alleged perpetrators of abuse from cross-examining their victims in person (and vice versa) in family proceedings.



Criminal Justice Response (sexual violence)

Nationally, over the last five years the number of victims approaching the police has increased significantly and yet at the same time, the number of offenders charged has decreased. According to the Home Office data collected by the Rape Monitoring Group:

	2015/16	2019/20
England and Wales		
Rape of a female (16+)	22,792	37,500
Charged/Summoned	2,384	493
Rape of a male (16+)	1,295	2,520
Charged/Summoned	67	15
South Wales		
Rape of a female (16+)	364	826
Charged/Summoned	66	25
Rape of a male (16+)	22	52
Charged/Summoned	2	0

"I reported the physical & sexual abuse to the Police. He was arrested but not charged. There were huge delays in the process due to COVID. The male DC assigned to the case was extremely unprofessional and unsupportive towards me." - VAWDASV Survivor

Failure to secure justice for victims of sexual violence has prompted the UK Government to undertake a review, known as the *Rape Review* and produce recommendations for the Government, the Police, the CPS and Courts that will increase the number of cases pursued, improve timelines and victim engagement. Part of the improvement plan is **Operation Soteria**, an ambitious, joint police and CPS programme of work to transform the way that rape investigations and prosecutions are handled and progressed, with a focus on investigating the suspect rather than the victim.

Whilst charging outcomes are low, South Wales Police has the highest percentage across the police forces in England and Wales of all rape offences resulting in a charge or summons.

South Wales is also part of the first phase of this pilot, making a commitment to improve outcomes for survivors. The pilot involves bringing together policing and academic experts to transform how investigations into rape and sexual offences are handled by the police through a series of intensive research deep dives that inform findings and recommendations.

However, year 1 findings show a number of challenges including staff lack sufficient specialist knowledge about rape and other sexual offending and disproportionate effort has been put into testing the credibility of a victim's account

We will:

improve our understanding of sexual violence to develop and enhance our response.

Legislative and policy changes



“Educate the men about how to treat women and the laws in this country.”- VAWDASV survivor

The **UK Government Domestic Abuse Act (2021)** introduced a number of legislative changes:

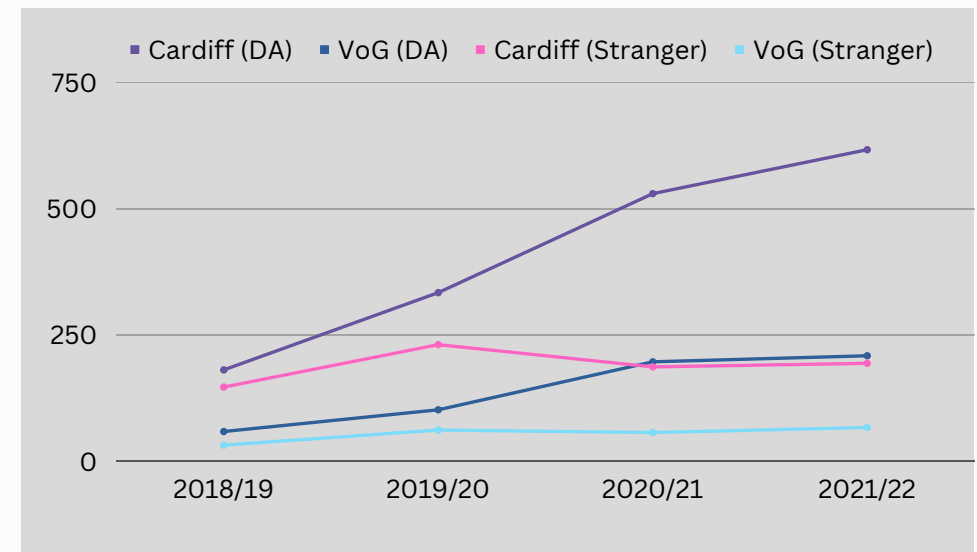
- It creates a statutory definition of domestic abuse that emphasises that domestic abuse is not just physical violence, but can also be emotional, controlling or coercive, and economic abuse.
- It provides for new Domestic Abuse Protection Notices and Domestic Abuse Protection Orders.
- It extends the controlling or coercive behaviour offence to cover post-separation abuse.
- It extends the offence of disclosing private sexual photographs and films with intent to cause distress to cover threats to disclose such material.
- It recognises children who see, hear, or experience the effects of abuse as victims in their own right.
- It creates a new offence of non-fatal strangulation or suffocation of another person.

The **Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020** makes illegal all types of physical punishment, such as smacking, hitting, slapping and shaking.

The **Voyeurism (Offences) Act 2019** outlaws ‘upskirting’ where the purpose is to obtain sexual gratification, or to cause humiliation, distress or alarm.

The **Health and Care Act 2022** made illegal virginity testing and hymenoplasty

Stalking is a serious crime and can be part of escalating behaviours that is part of the eight stages that lead to domestic homicides[26]. In our last strategy, we acknowledged that stalking is rarely reported to the police, and we committed to raise awareness of stalking as a crime, including how to spot the signs, feel confident to report and record evidence to support the criminal justice process. Changes in police practice has had significant impact with reports to the police rising **3.5 times** for stalking offences in the context of intimate partner abuse and **1.5 times** for stalking offences perpetrated by strangers.



We will:

- support partners to implement the new powers originating from legislative changes (e.g Domestic Abuse Act (2021)).
- raise awareness of legislative changes to encourage appropriate reporting, signposting and support.

Community Programmes for Perpetrators of Domestic Abuse

HOLD PERPETRATORS TO ACCOUNT, ALSO GIVE SUPPORT FOR THEM, NOT JUST AT **CRISIS**

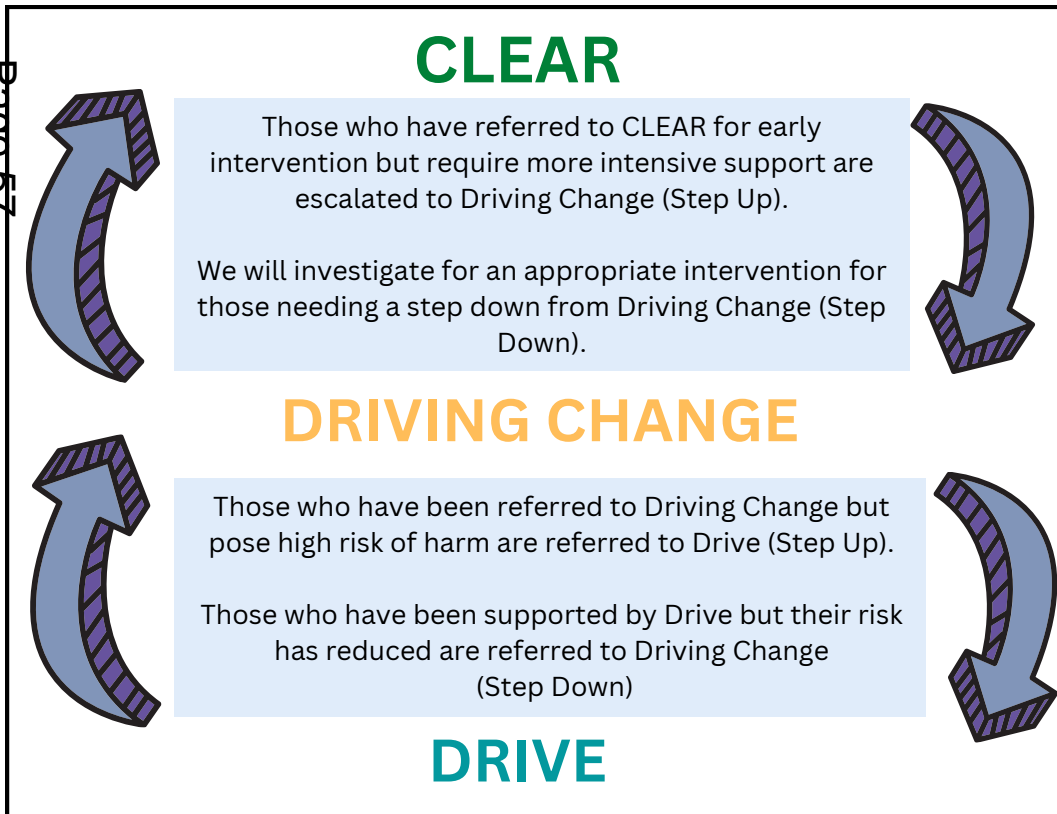


In partnership with the South Wales Police and Crime Commissioner, we have commissioned Safer Merthyr Tydfil (SMT) to deliver a suite of interventions that hold perpetrators to account for their behaviour, by promoting attitudinal and behavioural change, and reduces the number of survivors.

Interventions are tiered based on the level of risk that the perpetrator presents to their victims, and they all have an integrated specialist support for the survivors of the men who engage with the interventions.

This innovative seamless community response is the first of its kind in the UK.

Page 57



“[I] do not want children to grow up in an environment that promotes anger and violence against women” - VAWDASV survivor



CLEAR was developed by Respect in partnership with Welsh Women’s Aid as a complementary and integrated strand of the Change That Lasts model. It is a six week programme that is delivered on a one-to-one basis tailored to meet the individual’s needs.

Each session last approximately 1hour- 1 ½ hours that focus on identifying the impact of abusive behaviours on others, using tools to promote healthier relationships and setting goals to promote wellbeing and healthier relationships.

“I used to think that was the way that women were treated – cooking cleaning and staying home.” - Man who accessed CLEAR



Driving Change is a therapeutic treatment programme for men who have been violent towards an intimate partner. It provides challenge and also support to enable individuals to cease their violent and abusive behaviour with a view for them to develop respectful, loving and responsible attitudes towards not only those around them but also towards themselves.

It combines both one-to-one and group-based work, adopting a cognitive-behavioural and feminist approach within an explicit emotional and feeling framework rooted in psychotherapeutic and spiritual practice.

“Doing this is fantastic work for anyone in a similar situation, me and my partner have noticed how much better our communication has improved.” - Man accessing Driving Change Programme

Community Programmes for Perpetrators of Domestic Abuse & Probation

DRIVE



Drive is an intensive intervention that works with high-harm and serial perpetrators to challenge abusive behaviour and prevent abuse by providing a robust multi-agency response to perpetrators whose victim's

cases are referred to MARAC. This is achieved by assigning a specific case manager to each perpetrator in order to manage the risk they pose and to work alongside support services for survivors, sharing information about perpetrators' engagement, behaviour and risk level to promote survivor safety.

Since its inception in 2018, the DRIVE Project has worked with 308 perpetrators in Cardiff and 88 perpetrators in the Vale of Glamorgan. Domestic abuse is a gendered crime and 97% of these 396 perpetrators were men.

Pages 5 of 8
458 adult victim/survivors (95% female) and 823 children were harmed by the behaviour of these perpetrators. This accounts for more than two children for every perpetrator. Many perpetrators victimise multiple individuals, as they move from victim to victim. For example, 49.7% of the perpetrators in Cardiff were serial perpetrators and 12% had multiple victims. Perpetrator interventions therefore also form part of a preventative response as they break the cycle of further perpetration.

“Since working with CM I have decided not to enter new relationships and focus on myself. I now have my driving license and a car which opens up more job opportunities, I train with the football team twice a week and saving to buy my own home.” Man supported by DRIVE

We will:

- continue to place accountability for abuse on those who cause harm
- tackle perpetration by supporting the Welsh Government's relevant Blueprint workstream.

The **Probation Service** in Wales has a priority focus on domestic abuse which incorporates National and Welsh Government priorities. It introduced a Domestic Abuse Board in January 2022 to set direction and ensure that the Domestic Abuse Strategy is implemented in Wales.

It continues to deliver interventions for perpetrators of VAWDASV and specialises in working with victims, many of whom are victims of Domestic Abuse. There are trained staff who specialise in working with victims to provide information, access support and ensure that the voice of victims is heard. Victim Liaison Officers provide a key role in multi-agency forums and engagement with practitioners to ensure victim safety.

Domestic Abuse Audit

As a result of the COVID-19 pandemic, a joint initiative between the police and the probation service in South Wales was undertaken to ensure robust assessment and management of domestic abuse perpetrators in our community. The auditing led to an audit of over 500 DA cases assessed as high and very high risk of serious harm and led to an all-Wales action plan to enhance the management of VAWDASV perpetrators. The plan aimed to improve the work in courts, developing processes and guidance for staff with a focus on:

- The importance of the Multi-Agency Public Protection Arrangements (MAPPA) and ensuring that High/Very High Risk DA perpetrators are referred into MAPPA.
- Ensuring safeguarding and increasing education, guidance and training for staff, particularly around acute and emerging risk factors when working with DA perpetrators.
- Approximately 300 high risk men who had been convicted of DA related offences were reviewed by the Wales Offender Personality Disorder Pathway (OPDP) team to identify the factors associated with DA offending in Wales, treatment needs and a service that is informed by the needs of the population.

Funding has been put in place to recruit Domestic Abuse Intelligence Officers/ Safeguarding Enquiries Officers across Wales.

Holding perpetrators to account - other forms of VAWDASV

Perpetrator interventions are currently primarily delivered where abuse occurs within a domestic abuse context of an intimate relationship. We need to do more to address all forms of VAWDASV.

Sexual Exploitation

"Sometimes we see men who are violent who started off with violence against a sex worker, because that's seen as less serious, or easier."
 – Call for Evidence, Focus Group (2021 Tackling Violence Against Women and Girls Strategy consultation)

Women exploited through the sex industry experience high levels of violence and abuse. The National Ugly Mugs (NUM) Project, delivered in Cardiff by the StreetLife Project and safeguarding partners, has been receiving and sharing reports of violence and harms amongst sexually exploited women in order to alert them of any potential dangers. Since being established, NUM reports have risen from **166 in 2013 to nearly 1,000 in 2019** [4]

There is an overlap between buying sex and sexual violence, as sex buyers are likely to express beliefs that "*normalise narratives of sexual violence and violence against women*" [5]. For example, areas with high levels of visible prostitution often report anti-social behaviour including kerb-crawling and sexual harassment of all women who live in the area. Yet, early intervention responses rarely consider the harmful attitudes that underpin the beliefs of sex buyers and those who exploit and abuse women. Police clampdowns on kerb-crawlers alone are often temporary and have little impact on detection and behaviour change[6]. Evaluations of re-education programmes have shown an attitudinal change amongst kerb crawlers but these fail to equip them with the necessary skills to change their behaviour [ibid].

Multi-agency interventions are required that coordinate:

- a better understanding of the prevalence and changing nature of sexual exploitation including online spaces, home and social media;
- awareness raising activities about the law relating to paying for sexual services;
- police operations against kerb crawlers;
- re-education programmes for kerb-crawlers;
- support for women to share intelligence on violent men, report crime and support prosecutions.

Sexual violence

There are no programmes in the community for perpetrators of sexual abuse and violence. Perpetrators are dealt with through the criminal justice system (CJS) and programmes are delivered primarily in prisons. However, evaluation[3] of the Core Sex Offender Treatment Programmes (SOTP) found small changes in behaviour that would suggest either that they do not reduce sexual re-offending or that its true impact was not detected.

Honour-based abuse

Similarly, preventative work with communities to tackle the attitudes that perpetuate abuse in the name of 'honour' is often missed from perpetrator interventions.

In comparison to other forms of VAWDASV, Forced Marriage, so called honour-based abuse and FGM may involve whole families and communities and any approaches need to consider how interventions are designed and delivered with the whole family and community and meet their specific needs.

We will:

explore accredited and evidence-based programmes that address harmful behaviours related to all forms of VAWDASV and support efforts to secure interventions.



Chapter 3 **PREVENT**

Children and Young People

EARLY YEARS

Sexual abuse and living in a household with domestic abuse are considered adverse childhood experiences (ACEs), which are strongly associated with poorer life outcomes for children who are exposed to these.

The harmful impact of VAWDASV on children and young people can include acute feelings of betrayal, powerlessness and guilt resulting in mental health and physical health difficulties such as suicidal thoughts, depression, difficulties with sleeping, increased likelihood of negative coping strategies such as use of alcohol and substances (Welsh Women's Aid, 2019), engagement with criminal behaviour and incarceration (Public Health Wales, 2015). The estimated annual financial cost that is attributed to ACEs in Wales is **£2.2 billion** (ACEs Hub).

The Review of Adverse Childhood Experiences (ACE) Policy: Report – Welsh Government (2021) calls for the awareness and understanding of ACEs to translate into action to prevent ACEs from happening in the first place and to provide a strength-based and trauma-informed response to those who have already experienced adversity in their lives. It also calls for individual adverse experiences to be considered in the wider context of inequality and deprivation and should not be seen as deterministic and stigmatising. ACEs Police Community Support Officers across Cardiff and the Vale of Glamorgan are working with relevant support services.

“The change and attitudes needs to start at a young age, primary school as this will have a better impact as high school is too late most children will have experienced something.” – VAWDASV survivor

Early education has the potential to create the transformational impact of preventing VAWDASV and other harmful behaviours such as homophobia and sexism blighting our communities. Educating children from a young age about how healthy relationships are formed, developed and maintained will ensure that respectful behaviours and relationships become the norm as they grow into adulthood.

Healthy relationships education has been delivered to schools in the region through Hafan's Spectrum Programme, which is funded by the Welsh Government. The programme delivers age-appropriate sessions to children and young people as well as teachers both in primary and secondary education. In the last five years, 8,546 children and young people (5,206 Cardiff & 3,340 Vale of Glamorgan) and 652 staff (377 in Cardiff & 275 Vale of Glamorgan) have received a session on healthy relationships.

The Curriculum and Assessment (Wales) Act 2021 aims to mainstream healthy relationships education by creating an obligation for all schools and educational settings to include developmentally appropriate provision for teaching and learning that encompasses Relationship and Sexuality Education (RSE). It is expected that these cover the following themes: relationships; rights and equity; sex, gender and sexuality; bodies and body image; sexual health and well-being; and violence, safety and support. In primary schools it became mandatory in September 2022 and in secondary schools it will be rolled out over the next couple of academic years.

The Healthy Schools Teams provide support to schools through the development of a model RSE policy, staff training and a list of RSE resources Training is also provided by the Central South Consortium. The consortium is a Joint Education Service for five local authorities in South Wales. It is commissioned by, and acts on behalf of, the local authorities to provide a school improvement service that challenges, monitors and supports schools to raise standards.

EDUCATION

Reports to "Everyone's Invited"[7] suggests that sexual harassment is endemic across schools in the UK. The website was created to provide a space for survivors to share their stories anonymously and it has sparked a conversation about about rape culture in schools and reviews into safeguarding policies and practices in education settings. The 2022 report includes **300 schools and universities** in Wales.

50%  of those who reflected on their disclosure experiences stated that **education professionals** had been **unhelpful** [8]

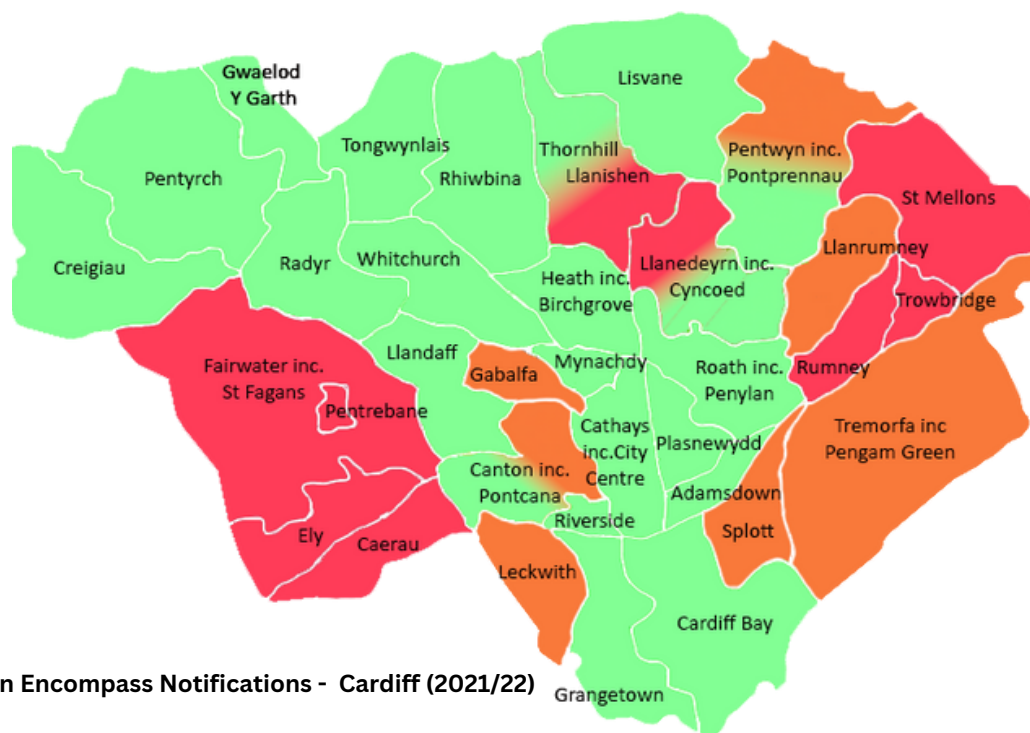
Children and Young People

Operation Encompass

Operation Encompass is a partnership between the police and schools that ensures that all incidents of domestic abuse are shared with a Key Adult in the school before the school starts to ensure that the child whose home had been attended the day/ night before receive a positive and appropriate response. For the 2021/22 academic year, 2,341 notifications were received in Cardiff and 1,256 were received for the Vale of Glamorgan. Below are the school catchment areas in Cardiff mapped out in relation to the number of notifications received.

It should be noted that we are aware from specialist services in the region that domestic abuse happens across all geographical areas but reporting may vary.

Page 62



Operation Encompass Notifications - Cardiff (2021/22)

Green- less than 50 Operation Encompass Notifications

Amber - 50-100 Operation Encompass Notification

Red - more than 100 Operation Encompass Notifications

Whole Education Approach

Attitudinal change is driven by changing individual and collective hearts and minds. However, these changes need to be supported and nourished on a community level. For example, the delivery of RSE in schools and educational settings cannot be limited to teaching children and young people about healthy relationships. Rather it needs to be embedded in the nine key elements of the Whole Education Approach guidance developed by the Welsh Government:

1. Children and young people learn about VAWDASV
2. Staff learn about VAWDASV
3. Parents, care-givers and family learn about VAWDASV
4. Monitoring and evaluation systems are in place to measure impact of this work.
5. Measures are in place to support people who experience forms of VAWDASV
6. Active participation of children and young people, staff and parents/care-givers to prevent VAWDASV
7. Taking action to prevent VAWDASV the wider community.
8. Working in partnership with relevant local experts.
9. Embedding a comprehensive prevention programme

We will:

encourage more schools to embrace the whole school approach to VAWDASV



Children and Young People

Some of the most vulnerable children and young people have a precarious engagement with formal educational settings and we have therefore commissioned programmes that raise awareness of healthy relationships in community settings accessed by children and young people. Between 2018/19 and end of 2021/22, the **Sexual Health Outreach Service (SHOT)** supported:

- 319 young people on a 1-1 basis - around 75% say they have improved emotional wellbeing and resilience in relation to healthy relationships on closure.
- 3,600 young people accessed Group Work – around 97% say they have improved knowledge and awareness at the end of this.

The **Safer Wales Inclusive Service (SWIS)** works with Young Women & Girls aged between 12 and 25 years old. It provides one-to-one and group work focused on encouraging positive lifestyle choices. The activities are semi structured and include; healthy eating, arts and crafts and healthy relationships. These sessions are facilitated by Safer Wales staff to protect Young Women & Girls from; Exploitation, Gang Related Harm Domestic abuse and violence.

The **Safeguarding Adolescents from Sexual Exploitation (SAFE)** delivery team work on policy development and a number of projects steered by the SAFE partnership group such as embedding SAFE topics in the new curriculum for Wales and consulting with practitioners to better understand patterns or exploitation across different areas of Cardiff. The team also offer 1:1 support to young people at high risk of or have been victims of child sexual exploitation through a range of models and interventions tailored to a young persons specific needs, including the Trusted Adult, trauma-informed and Strengths Based approaches.

Our plan is to create a Safer Relationships Programme that will support young people, at an early intervention stage, to make informed and safe decisions regarding relationships including elements such as safe sex and use of contraception and consent. Young people have told us that they are more likely to approach their parents for advice. We will, therefore, integrate an additional element that will provide sessions and support to parents and link with specialist VAWDASV services to create a referral pathway for those who disclose.

Colleges and Universities

THE RELATIONSHIP HIGHWAY CODE

CONTROLLING (X)
If you do not get to decide when you see your friends or family, they may be controlling.

GASLIGHTING (X)
Denying doing something that you know happened is gaslighting.

POSSESSIVENESS (X)
Getting angry or upset if someone else has your attention is a sign of possessiveness.

LOVE BOMBING (X)
If they shower you with affection but take it away as a form of punishment, this is called love bombing.

HUMILIATION (X)
Do they humiliate you in front of others? They may be exerting their power and control over you.

COMMUNICATION (✓)
If they're open and honest with their thoughts and feelings and understand yours, it's a sign of healthy communication.

RESPECTS BOUNDARIES (✓)
If there is no guilt or pressure into doing something you don't want to do, your boundaries are being respected.

CONSISTENT (✓)
If you can always depend on them for support, they're consistent.

FEELING SAFE (✓)
You always feel emotionally and physically safe, even during disagreements.

TRUST (✓)
You are not questioned about your actions and they trust what you say.

GET SUPPORT

CWA Rise Helpline: 02920 460566
Cardiff University: disclosure.response@cardiff.ac.uk
RWCMH: student.services@rwcmh.ac.uk
USW: wellbeing.support@outwales.ac.uk
Live Fear Free: 0800 80 10 800
Mys Staff: 02920 335795

Cardiff University
CWA YOU DESERVE
Royal Welford College of Arts & Design
Cardiff University
Live Fear Free Helpline
Royal Welford College of Arts & Design

Students experience additional vulnerabilities to the general population, as they may not be aware of local services and may not have established support groups. In partnership with educational institutions, we have delivered, and will continue to deliver, campaigns to raise awareness of VAWDASV and available support routes, through a variety of languages acknowledging the multi-cultural make-up of our sixth form, undergraduate and postgraduate student population.

We will:

continue to work with universities and colleges to strengthen their response to students experiencing VAWDASV.

Children and young people - preventing harmful behaviours

Adolescent to Parent Abuse and Violence (APVA)



Child to parent violence and abuse can affect all members of the family but son-to-mother abuse is the most common.

As with other forms of VAWDASV, reporting is significantly undermined by shame and stigma. Parents often carry a sense of guilt and self-blame about the abuse that they experience and are reluctant to report abuse to the police. Parents from a Black or minoritised background may have additional concerns with reporting their child to the authorities. It is worth noting that patterns of abusive behaviour may be directed from a grandchild towards their grandparents, or from children towards their stepparents.

Matters are further complicated by children and young people's additional needs such as learning disabilities, mental health and neuro-diversity. Agencies may fail to recognise the power and control dynamics that underpin child to parent abuse and attribute behaviours to the child's needs.

Break4Change is an accredited programme delivered in Cardiff and the Vale of Glamorgan for families where young people are abusive towards their parent(s)/carer(s). It is offered to families where the child is 11-16. In the two years that it has been running, it has received 44 referrals for children and families.

Parallel Lives delivered by Media Academy Cardiff aims to prevent APVA. The 7-week intervention provides a therapeutic environment for those that have been subjected to APVA; be that parents, siblings, peers or extended family members. The programme aims to tackle APVA through recognising challenging behaviours and offering techniques that allow children/young people and their families to make positive change, repairing/building stronger relationships through expressing feelings and emotions without aggression.

As a region we recognise that:

- There is no excuse for any form of abuse.
- The Criminal Justice System does not always provide the best response to child to parent abuse. Nor is it desired by the victim(s).
- Holistic interventions that work with the whole family and address both the child's needs and behaviour should be utilised.
- Robust data collection in the region is needed to understand the true scale of the issue.
- Further evidence-based and accredited programmes are required to address the behaviour of children over the age of 16.

Problematic Sexual Behaviour

There is a clear need for intervention in the community at an earlier stage - when young people identified as exhibiting problematic sexual behaviour (PSB) or harmful sexual behaviour (HSB). The HSB Prevention Team is part of the Cardiff Youth Offending Service and they work with young people who have been referred to them because of their risky sexual behaviour. They are able to work with parents, professionals and schools in order to prevent the young person to enter the criminal justice system.

The trigger point for securing appropriate services is often following significant harm to others. Subsequent assessments tend to reveal those unaddressed indicators of future harm that would fall within the remit of PSB service. Delays in responding can result in the habituation and escalation of concerning sexual behaviour, significant harm to others and a trajectory of removal from the family home and mainstream school.

New Pathways have secured funding to begin a Problematic Sexual Behaviour intervention across their geographic footprint in 2023/24 and are in the process of applying to other funders to expand this initial funding.

Online abuse, misogyny and extremism

Misogyny has, in recent years, become prevalent online, especially due to the prominence of social media influencers, more awareness of the Incel ideology and the emergency of the 'manosphere'. This online space can be very damaging for vulnerable young men as well as girls particularly when used by extremists as a gateway into other violent ideologies and terrorist activities.

The **“manosphere”** is an umbrella term that refers to a number of interconnected misogynistic online communities and forums. It encompasses multiple types and severities of misogyny including Men's Right Activists (MRAs) and Incels.

Incels (involuntary celibates) are a community of men who believe that they are entitled to sex and their inability to get sex leaves them with feelings of bitterness and hatred towards women.

The hateful content of the discourse found in these spaces has increasingly been recognised as a form of extremism. Whilst most times it is maintained in online spaces, it can spill into real life violence directed at women and others in the community (as the example of the August 2021 shootings in Plymouth demonstrates.)

The Prevent Team are working with VAWDASV practitioners to develop a greater awareness around the issue via specialist training.

Misogynist attitudes are rooted on the dehumanisation of women. Responses should therefore:

- Centre women and girls' rights to safety and freedom;
- Challenge harmful attitudes and gender norms but also provide alternative positive male role models and positive world views;
- Inoculate the younger generation by warning them about individuals seeking to influence them with hateful messages.

Working with communities

“All the perpetrator asks is that the bystander does nothing. He appeals to the universal desire to see, hear, and speak no evil. The victim, on the contrary, asks the bystander to share the burden of pain. The victim demands action, engagement, and remembering.” Judith Herman



Friends and family are often the first to know or suspect that their loved ones are experiencing abuse. They can play a crucial role in preventing VAWDASV in their communities by intervening as prosocial bystanders when they witness harmful behaviours and attitudes. More needs to be done to educate communities about the dynamics of domestic abuse and coercive control and ensuring that communities feel confident to provide a safe response to those who disclose.

Based on the premise that people can and should intervene to prevent and challenge VAWDASV, Bystander Programmes aim to train and equip individuals with the skills and confidence to safely intervene. The Bystander Initiative started as a programme for the prevention of sexual coercion and domestic abuse in university settings. Acknowledging the endemic nature of VAWDASV and the important role that all bystanders can play, Bystander Programmes have been rolled out to other community settings.

**“Do the best you can until you know better. When you know better, do better.”
- Maya Angelou**

We will:

use every opportunity to challenge victim-blaming attitudes and raise awareness of support services.

Workforce Expertise and Development

VAWDASV is everybody's business from the person who greets people at reception to the CEO of the organisation. **We all have a role to play to ending violence and abuse.**

The VAWDASV (Wales) Act 2015 creates a framework of the type of learning that individuals within the Public Sector should undertake depending on their role within their organisation.

Group 1 - All staff employed by the relevant authorities	Cardiff Council	Cardiff & Vale University Health Board	Vale of Glamorgan Council	Velindre NHS Trust
Group 2 - Professionals likely to be in relevant roles, for example, treating or working with someone as a result of violence and abuse ("Ask & Act")	Waiting for partner data			
Group 3 - Individuals in "champion" roles within an organisation, supporting colleagues, and family members of those affected. Roles requiring more than "Ask & Act"				
Group 4 - Professionals whose client group is specifically those affected by VAWDASV				
Group 5 - Service Managers working in the 'VAWDASV' sector				
Group 6 - Strategic leaders with responsibility of fostering a culture and infrastructure of acknowledging issues affecting a workforce, client group, friends and family				

Survivors in the region should expect high quality support delivered by qualified and skilled staff who:

- have an understanding of the unique needs and risk different groups of survivors experience;
- apply trauma-informed approaches that build on survivors' strengths and expertise;
- understand risk, develop safety plans and provide accurate advice on survivors' options;
- understand the different forms of VAWDASV, their root causes and appropriate interventions;
- are aware of their legal duties and responsibilities;
- recognise the impact of their work and how to protect themselves from the adverse effects.

We will:

continue to ensure the workforce is skilled to identify, refer and support victims and perpetrators.

Workforce Expertise and Development

:

WAITING ON INFORMATION

Access to Rights

In order to change the culture of sexism and misogyny and make Cardiff a CEDAW City, Cardiff Council has committed to undertake effective actions, including to:

- provide advice and information through the community Hubs and Libraries across Cardiff to help women and girls to access all benefits to which they are entitled, including a booklet of rights.
- create a programme of activities, informed by women and girls, to empower and engage women and girls, including a 'Rights Fest', 'Equalities Champions' and social impactful projects in Cardiff.

Children's Rights are enshrined in the United Nations Conventions on the Rights of the Child (UNCRC). Cardiff is the first city in Wales to participate in the UK committee for UNICEF (UNICEF UK) national Child Friendly Cities and Communities initiative with the ambition for Cardiff to be recognised as a Child Friendly City (CFC): a city with children and young people at its heart, where the rights of children and young people are respected by all, a great place to grow up.

Our commitments to women will therefore be delivered in tandem with the Child Friendly City Team.



Societal Change

The White Ribbon Campaign is the largest global movement of men and boys working to end violence against women and girls, promoting gender equality and a new version of masculinity.

Cardiff Council has been awarded White Ribbon City status for the past 4 years. Since receiving its first White Ribbon City status in 2014 the local campaign has grown steadily with activities receiving national and international support and recognition including the flowerbed outside Cardiff Castle.

The Vale of Glamorgan Council and the Cardiff and Vale University Health board will be assisted to reapply for the White Ribbon status and we will encourage partners in the Fire Service, South Wales Police, Probation and Velindre Health Board to apply.

As a region, we will continue to develop an annual calendar of public events around 16 days of action to tackle violence against women and girls. The calendar dovetails with the National Safeguarding week and we work with individuals and groups across all different levels. In previous years, during the 16 days of activism, we have engaged with:

- Political leaders through a Cross Party Stakeholder event.
- The whole community during organised vigils, marches and faith services
- Dedicated consultations with survivors such as a conversation café.
- Practitioners were able to access training and awareness raising sessions on the most current subjects relevant to their professional development.

An aerial photo of children in the Vale of Glamorgan forming a human White Ribbon for International Day for the Elimination of Violence Against Women



Lord and Lady Mayoress for Cardiff receiving the White Ribbon plaque for the city.



We will:

support partners to continue to reapply for the White Ribbon status.

Two hands are shown, palms facing forward. The left hand has the word 'HELP' written on it in a blue, hand-drawn font. The right hand has the word 'ME' written on it in the same style. The hands are set against a light blue background with a subtle pattern of dots.

HELP

ME

Chapter 5

PROTECT

Legal Remedies

Public Protection Notice (PPN) is an information sharing document which allows police officers to record safeguarding concerns when identified. The total number of PPNs in Cardiff and the Vale of Glamorgan have gone up by 50% since 2019. Equally, the proportion of PPNs relating to high risk cases has gone up by 50%.

Domestic Violence Protection Notice (DVPN) is an emergency non-molestation and eviction notice which can be issued by the police to a perpetrator when attending a domestic abuse incident. Because the DVPN is a police-issued notice, it is effective from the time of issue, thereby giving the victim the immediate support they require in such a situation. Within 48 hours of the DVPN being served on the perpetrator, an application by police to a magistrates' court for a DVPO must be heard.

Domestic Violence Protection Order (DVPO) is a civil order that fills a "gap" in providing protection to victims by enabling the police and magistrates' courts to put in place protective measures in the immediate aftermath of a domestic violence incident where there is insufficient evidence to charge a perpetrator and provide protection to a victim via bail conditions.

A **Restraining Order** can be made for the purpose of protecting the victim(s) from conduct which amounts to harassment or will cause a fear of violence and can be made on conviction or acquittal for any criminal offence.

Clare's Law, formally known as the **Domestic Violence Disclosure Scheme (DVDS)** is a police policy giving people the right to ask and right to know if their current or ex-partner has any previous history of violence or abuse. The number of requests is increasing.

In 2023, the UK Government announced a change in the law to include the most dangerous domestic violence offenders on the **Violent and Sex Offender Register**. Prison and probation services will have to manage jointly offenders with a sentence of at least a year, or a suspended sentence for controlling or coercive behaviour - putting the crime on a par with physical violence.

Similarly, **Forced Marriage Protection Orders (FMPOs)** can be granted by a court to offer a legal means to protect a person facing forced marriage or who has been forced into marriage. Just as FGMPOs it can be applied by:

- The person who has had or is at risk of Forced Marriage;
- a local authority; or
- any other person with the permission of the court

Female Genital Mutilation Protection Orders (FGMPOs) can be granted by a court to offer a legal means to protect victims and potential victims of FGM. Examples of conditions include surrendering a passport to prevent the person at risk from being taken abroad for FGM or requirements that no one arranges for FGM to be performed on the protected person. It can be applied for by:

- The person who has had or is at risk of FGM;
- a local authority; or
- any other person with the permission of the court

The **Child Sex Offender Disclosure Scheme (CSODS)**, also known as **Sarah's Law**, lets you formally ask the police whether someone who has contact with a child or children:

- has a record for child sexual (paedophile) offences
- poses a risk to the child or children for some other reason

In the region there were the following orders and requests:

- 439 Claire's Law requests in 2021 and 506 in 2022
- Sarah's Law requests peaked at 17 in 2018 and there are less than 10 requests annually.
- 39 FMPOs are still in place t 17 in 2018
- 23 FGMPOs are still in place
- 2 people have a FGMPO and a FMO

Multi-agency responses to domestic abuse

The four aims of the Multi-Agency Risk Assessment Conferences (MARACs) are to:

- safeguard victims of domestic abuse (adults and children)
- manage perpetrators' behaviour
- safeguard professionals
- make links with all other safeguarding processes

SafeLives

In 2022 we commissioned SafeLives to undertake an independent review into the operation of MARACs in the region to ensure that we continue to provide the best support and protection to survivors.

Page 71

Areas of good practice

- Domestic abuse is seen to be prioritised by strategic leaders.
- The commitment to find better ways of addressing safeguarding issues, especially those cohorts of individuals who society often ignores, is commendable.
- There is a clear commitment to creative partnership working and strong implementation of good practice from commissioners and domestic abuse agencies.
- There is evidence of some highly knowledgeable and committed representatives locally and a wide provision of support available for staff responding to domestic abuse.
- Professionals appear confident with the MARAC process and referring into it.

Areas for improvement

- The governance needs to be reviewed to streamline processes both across the region and across the different multi-agency structures (daily discussions, MARACs, multi-agency meetings relating to sex workers, modern slavery and human trafficking).
- Survivors voice to be captured more explicitly and consistently.
- Representatives (and deputies) are identified for each agency who are trained about their role and responsibilities and are prepared for each meeting.

We will:

implement the agreed key recommendations from the review.

Multi-Agency Public Protection Arrangements (MAPPAs) – Domestic Abuse cases account for around a third of MAPPAs Level 2 cases in all four MAPPAs arrangements across Wales. The Probation Service continues focus on the importance of ensuring that High/Very High risk DV perpetrators are referred into MAPPAs. A multi-disciplinary approach to the management of DA perpetrators is essential.

In 2022, the MAPPAs Guidance has been updated with a Domestic Abuse Chapter which strengthens the Multi Agency approach to manage persistent perpetrators. Specifically, individuals who do not meet the automatic MAPPAs eligibility but those who should be considered for management via MAPPAs Category 3 due to the level of Risk they present and the need for agencies to communicate and develop a shared risk management plan. Furthermore, the implementation of the MAPPAs Level 1 Policy Framework provides clear guidance to practitioners on the management of MAPPAs eligible nominals. There is a clear focus in MAPPAs to strengthen victim safety plans.

The **Domestic Abuse, Assessment and Referral Coordination (DAARC) Service** is a coordination service managed by the Vale of Glamorgan's Council's Community Safety Team.

The service provides a solution to dealing with individuals who present with complex needs by providing better, more integrated communication and coordination in the care and support for individuals who require multiple service input.

The service has actively helped victims feel safer, improved their home situation, improved their physical and mental health and their overall quality of life.

Target Hardening



For too long survivors have had to flee their homes to a place of safety from the abuser, uprooting themselves and their children. Refuge will continue to be a key housing option of support for survivors where they can access support and safety. Wherever safe and appropriate though, we will apply target hardening measures to make the home safe for the survivor to remain living there.

High risk survivors and survivors who are assessed as needing additional measures are offered CCTV and burglar alarms. Additional measures such as window locks, hinge bolts, window shock and personal panic alarms. The following number of properties were made safer through target hardening measures.

Page 72

Vale of Glamorgan

67 in 2020/21
116 in 2021/22

Cardiff

209 in 2020/21
157 in 2021/22

Economic case for target hardening

The average cost of a survivor's stay in a refuge is £4,879 - £6,500 (based on the local refuge cost and average length of stay). Comparatively, the average cost of target hardening is £300 per household.

Impact on survivors

Of those asked in a survey in the Vale of Glamorgan:

- 88% reported that they were happy with the service that they received
- 85% reported feeling safer following the extra security measures.
- 61% reported that having the extra security stopped them and their families from having to access refuge.

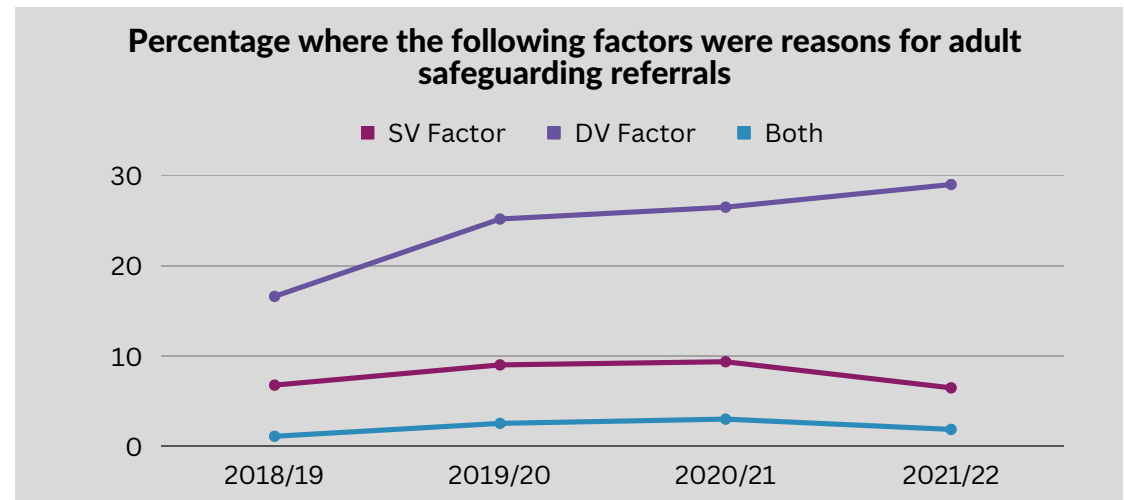
Adults at Risk

Some adult men and women do not have the basic skills to be able to take care of themselves and stay safe – and this can make them more vulnerable to abuse. It is their vulnerability – and sometimes the lack of mental capacity – that makes these adults more susceptible to different types of abuse, as well as neglect. The Social Services and Well-being (Wales) Act 2014 defines an 'adult at risk' as someone who:

1. is experiencing or is at risk of abuse or neglect;
2. needs care and support (whether or not the authority is meeting any of those needs); and
3. as a result of these needs is unable to protect themselves against abuse, neglect or the risk of either.

This may include people as identified in the Care and Support (Eligibility) (Wales) Regulations 2015. Factors that increase vulnerability include age, mental health problems, chronic illness, behavioural risk, lack of mental capacity, social and emotional problems, poverty, homelessness and substance misuse. Partners in the region have established policies and procedures for referring and managing Adults at Risk through the Regional Safeguarding Board.

Increased awareness, improved reporting as well as increased prevalence have resulted in more adults at risk experiencing VAWDASV identified and safeguarded.



Safeguarding Children and Young People

VAWDASV continues to be a significant safeguarding concern. Over the last five years, the average percentage of child protection registrations where domestic abuse was a factor was 55% of overall registrations. The registrations where sexual abuse was a factor are much lower but have doubled from 3% to 6% of registrations.

The specialist VAWDASV service for Black and minoritised survivors, Bawso, supported the following number of survivors of Forced Marriage (FM) and Honour-Based Abuse (HBA)	2019/20	2020/21	2021/22
	FM: 4	FM: 5	FM: 6
	HBA: 23	HBA: 35	HBA: 24
	FGM: 20	FGM: 26	FGM: 13

Honour based abuse can include:

- Page 73
- Physical abuse
 - Coercive control (strict monitoring, threats)
 - Emotional abuse
 - Abandonment (leaving someone in their country of origin or sending them back there);
 - Forced Marriage
 - Forced abortion
 - Virginity testing
 - Female Genital Mutilation
 - Murder (forced suicide, "honour" killing)

It is more likely to include multiple perpetrators and it affects a range of communities including the Gypsy, Roma and Traveller community.



We will:

strengthen our safeguarding response to honour-based abuse and FGM by developing clear pathways of support.

SOCIAL SERVICES
-TOLD NOT TO SAY ANY-
THING IN CASE MY CHILDREN
GET TAKEN AWAY FROM ME.

Current safeguarding approaches, which have shaped professional cultures and embedded language, focus on the non-abusive parent and their responsibility to safeguard their child(ren). This approach fails to make the person causing harm accountable for their behaviour and for the safety of their children.

Professionals consulted through the SafeLives Review commented that agencies such as Children's Services were often absent in multi-agency meetings such as MARACs and demonstrated victim-blaming attitudes through their practice.

*"Primarily with children's services... it is always seems to be the **victim's responsibility to ensure the safety and wellbeing of their child** rather than the perpetrators responsibility to not perpetrate... the responsibility is always on the non-abusive parent as opposed to the abuser" - Professional, Domestic Abuse Services (SafeLives Review)*

Cardiff Children's Services have introduced the **Safe and Together model** that will bring radical change in cultural and institutional thinking by:

- partnering with the non-abusive parent as a default position;
- making the abuser visible within safeguarding approaches and intervening with them to reduce risk and harm to the child;
- moving away from incident-based responses and reframing domestic abuse as a pattern of coercive and controlling behaviours;
- working collaboratively with services that provide interventions both to victims/ survivors and to perpetrators;

The model has been piloted since 2021. Dedicated Domestic Abuse Social Workers have developed tools and resources that colleagues can use to explore harmful behaviours and their impact on children, and provide expert support and advice with individual cases.

We will:

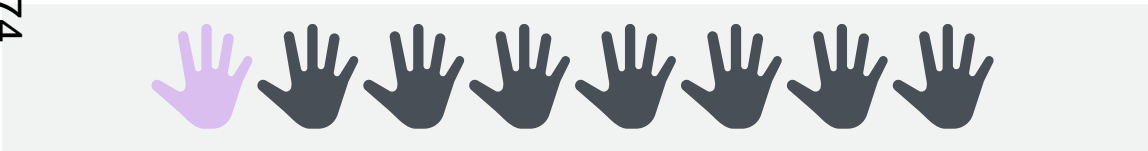
continue to ensure that children subject to safeguarding are given specialist support to recover from the abuse and trauma they've suffered.

Child Sexual Abuse

The below figures demonstrate the estimated number of children and young people who experience sexual violence in the region both annually and throughout their lifetimes (calculations are based on the prevalence estimates identified by an independent study commissioned by the NSPCC)[10].

Estimates	Cardiff	Vale of Glamorgan	Region
All sexual abuse offences (including non-contact)	6,693	2,368	9,061
All child sexual abuse offences in the last year (including non-contact)	2,973	1,154	4,127

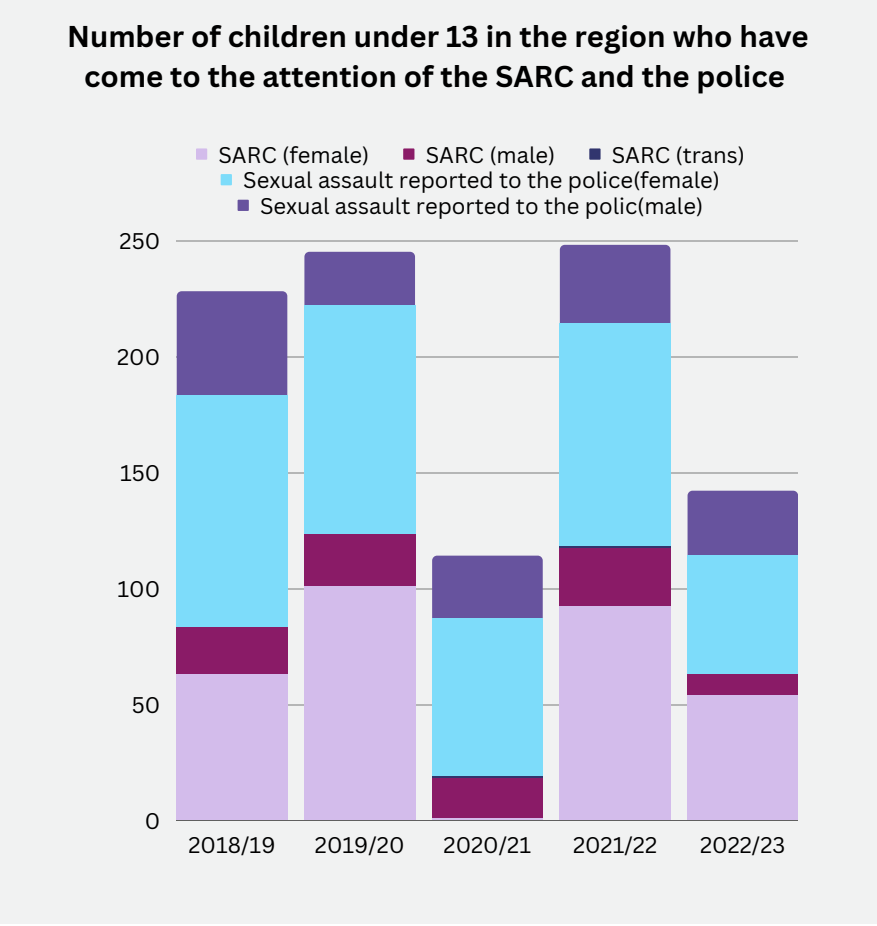
Page 74
 Yet, a culture of stigma and shame on sexual violence prevails that silences survivors. **Only 1 in 8 of child sexual abuse cases come to the attention of authorities.** (statistics from the Centre of Expertise on Child Sexual Abuse)[11]



In the region, less than 250 children under the age of 13 come to the attention of authorities. In reality, the figure of reported abuse is much lower as there is anticipated to be a cross referrals between cases reported to the police and the referrals made to the Sexual Assault Referral Centre (SARC). However, the actual figure of child sexual abuse will be significantly higher due to the number of case going unreported.

**It is not the children's responsibility to disclose.
 It is the institutions' responsibility to be proactive and vigilant.**

The Independent Inquiry into Child Sexual Abuse (IICSA)[8] has engaged with survivors who suffered sexual abuse as children at the hands of trusted and often professional adults including religious organisations, residential schools, custodial institutions and organised networks. The findings of the Inquiry demonstrated how societal attitudes of disbelief and victim blaming have informed statutory responses or the lack thereof, failing thousands of children who have suffered as a result.



We will:
 work with the Regional Safeguarding Board to implement the recommendations from the Independent Inquiry into Child Sexual Abuse report.

Single Unified Safeguarding Reviews (SUSRs)

The Femicide Census[12] shows that over the period of 2009-18, a woman in the UK has been killed by a man, on average, once every 3 days. This does not include those who died in suspicious circumstances, sudden and unexpected deaths or suicides in a domestic abuse context.

A 2019 Home Office review of 124 DHRs found that 80% of the victims were female and 20% were male whereas 83% were male and 17% female.

The multi-agency statutory guidance for the conduct of domestic homicide reviews requires that where a victim took their own life and it emerges that there was domestic abuse, a Domestic Homicide Review should be undertaken. At the time of writing, the first review following suicide is being undertaken in the region involving a victim in the Vale of Glamorgan.

In 2022, a Welsh Government review found that Serious Case Reviews (SCR) and Domestic Homicide Reviews (DHRs) processes were hindering a common sense approach to reviews. Lessons learnt and recommendations identified through these processes were not shared or collated centrally, resulting in national and regional recommendations not being followed through. The review's recommendations include:

- The creation of a **Single Unified Safeguarding Review (SUSR)** which is cross agency, with a common framework, clear terms of reference, mapped in line with current APR and CPR frameworks.
- Governance of reviews to sit within Regional Safeguarding arrangements and not Community Safety Partnership and chairs of the reviews should be independent but public servants
- Creation of exceptional reporting process Ministerial Board.
- Central Repository for all reviews in Wales where key learning can be extrapolated and disseminated to prevent incidents and protect victims. Currently, this is managed by Cardiff University with plans for future transition to Welsh Government.
- National Annual learning and training events for practitioners.

SUSR Overarching Support Network



Transitioning from
Domestic Homicide Reviews
to
Single Unified Safeguarding Reviews

VAWDASV in the workplace

VAWDASV is everybody's business and every interaction with survivors is an opportunity to intervene, whether this is friend, family, service user, a colleague or an employee. Partners in the region have been supported to develop their workplace policies addressing VAWDASV. Cardiff Council has recently produced a Dignity at Work policy which also strengthens the response to VAWDASV and addressing all forms of harassment in the workplace.

According to research commissioned by the BBC[13]

40 % of women had experienced some form of unwanted sexual behaviour in the workplace

18 % of men had experienced some form of unwanted sexual behaviour in the workplace

VAWDASV can have a significant impact on a survivor's emotional and physical wellbeing. They may need to take time off to recover and to deal with practical issues such as attending medical appointments, court hearings and specialist support. At the same time, it may be a place of emotional safety and stability. Equally, if the person causing harm is an employee, it is the employer's responsibility to take action to address their behaviour and hold them to account.

Support for survivors that could be offered by employers:

- Flexible working
- Paid leave
- Protective measures
- Employee support programme
- Peer support
- Signposting to specialist support including counselling

Professor Walby[16] estimates that domestic abuse costs UK businesses and workplaces over

£1.9 billion

Page 76
Both sexual and sexist harassment are forms of sex-based discrimination under the **Equality Act 2010**. Article 40 of the **Istanbul Convention** requires states to *take the necessary legislative or other measures to ensure that any form of unwanted verbal, non-verbal or physical conduct of a sexual nature with the purpose or effect of violating the dignity of a person, in particular when creating an intimidating, hostile, degrading, humiliating or offensive environment, is subject to criminal or other legal sanction*

4 in 5 women in Wales had experienced sexual harassment in the workplace[14]



1 in 5 of employed women take time off work because of domestic violence.[15]



We will:

- assist partners to update workplace policies to include workplace sexual harassment
- work with the Welsh Government to implement actions arising from the Blueprint workstream.

Women's Safety in Public Spaces

Street-based sexual harassment includes catcalls, whistles, unwanted sexual comments or jokes in public spaces.



Female pupils report having personal experience of peer-on-peer harassment [18]

Women and girls have a right to feel safe in public spaces and the responsibility for tackling sexual harassment sits firmly with those who perpetrate it.

It is not women's responsibility to keep themselves safe.

The fear of sexual harassment and assault runs deep in women's consciousness even if they haven't experienced it. The unconscious work that women already put into safety planning leaves them sacrificing their freedom for safety[19]

"My boyfriend can walk to the gym down that alley at 6pm in winter, I had to explain to him that I can't do that [...] in winter, life shouldn't stop for women at 4pm."

Women also described safety as: being recognised, having independence and the freedom to live their lives in the ways they want to, feeling safe that their actions, beliefs and voices would be believed and heard in the spaces they occupy.- Women's Perceptions of Safety findings (Cardiff Women's Aid)

The region has a thriving night-time economy but it can be associated with higher levels of anti-social behaviour, sexual harassment and sexual violence.



Whilst alcohol and substance use may exacerbate certain situations, we are clear that they are not responsible for individuals' behaviour and are not an excuse for abuse. As a region and as a partnership, we need to tackle the underlying culture of sexism and misogyny that allows VAWDASV to flourish in these spaces.

The night-time economy involves:

- Cardiff City Centre but also other areas of the region that residents use to socialise, as well as transport routes.
- Events that attract large crowds such as sporting events and concerts
- All women and men but special consideration should be given to the student population, individuals travelling to and from the area and population more vulnerable to VAWDASV such as sexually exploited women, rough sleeping women and the LGBTQ+ community.



82%

of women felt unsafe walking alone after dark in a park or other open space.[20]

42%

of men felt unsafe walking alone after dark in a park or other open space after dark in a park [20]



Vale of Glamorgan Council undertook a survey with residents and people working in the Vale about their feelings of safety. 132 people responded to the survey with two-thirds stating that they feel safe and only a third felt unsafe. Drug and alcohol, people hanging around and lack of visible police were cited as the main factors making people feel unsafe resulting in behaviour change including avoiding certain areas, driving/ getting a lift or booking a taxi or not going out alone.

Women's Safety in Public Spaces

In order to tackle sexual harassment in public spaces and the night-time economy, we have expanded our partnership work to include the private and business sector in order to create a region where women feel safe to live and socialise.

A number of initiatives have been created to ensure that women feel and are safe in public spaces including:

- **Environmental measures:** improved lighting and CCTVs
- **Street Safe:** an app that allows individuals to report geographical areas where they do not feel safe
- **'Ask for Ani':** this is codeword scheme provides anyone at risk of abuse with support in accessing help and a safe space in which to do so. It was piloted in pharmacies but has since expanded to spaces such as the Department for Works and Pensions (DWP).
- **'Ask for Angela':** an initiative that enables individuals who feel unsafe or threatened in clubs and bars to use this code-phrase so that a trained member of staff assists them by calling the venue security or the police, reuniting them with their friends or supporting them to get a taxi.
- **Safe Places:** an accessible, nationwide, network of support where anyone feeling intimidated, at risk or scared can take refuge. A list of these can be found on the Safe Places website. Physical locations also should have a sticker indicating that they are a 'Safe Place'.
- **Safe Spaces:** confidential, private and safe rooms for survivors who are experiencing domestic abuse and sexual violence, where they can access resources for support, a phone to contact a relative or agency for support and plan their next move. These can be found in Boots UK, Morrisons, Superdrug and Well pharmacies, HSBC, TSB banks and independent pharmacies across the UK.
- **Railway Guardian:** a British Transport Police app that enables individuals to share their journey with trusted contacts and alert them if they need assistance. The app also has an incident reporting ability.

Whilst well intentioned and welcomed, the above measures fail to place responsibility for the abuse on those who cause it and ultimately will not bring lasting change in stopping harmful behaviours.

As a region our approach includes the following:

- Reframing the discourse to centre women's rights to access public spaces without fear and support them to reclaim public spaces through marches, vigils and sits.
- Ensure that perpetrators are apprehended and relevant legislative tools are utilised including intelligence gathering and sharing about dangerous men; use of Public Space Protection Orders, Criminal Behaviour Orders (CBO) and Community Protection Notices (CPN)
- Work with men and boys to address their behaviour. Make women's safety everybody's business. From the bar staff and the bouncers to the British Transport Police (BTP) and bystanders everybody has a role to play in challenging attitudes and behaviours when they see them.
- Incorporate the above measures in campaigns and communication.



ASK FOR ANGELA



We will:

ensure there are more safe spaces throughout Cardiff, involving women and girls in their creation.

VAWDASV and Technology

"It seems that the deeply ingrained societal shame and taboo around sex and our bodies allows some people to believe there is an automatic 'green light' to use any sexual content of an individual as a tool to attempt to ruin their life or exploit them in other ways." - Madison, survivor of image-based sexual abuse (VAWG Principles for the Online Safety Bill)[21]

Online Abuse/ Cyberviolence Against Women/ Tech or ICT facilitated VAWG

This is not a distinct form of abuse but rather gender-based abuse happening in or extended to an online world.

What is online abuse?

- cyberstalking and tech-enabled abuse such as use of technology to gaslight in the context of domestic abuse and coercive control
- online harassment including sexual harassment
- grooming for exploitation or abuse
- image-based sexual abuse including so called 'revenge porn', upskirting, deepfake-porn, sexual extortion videos of sexual assaults and rapes
- rape threats
- doxxing of women's personal information

There is a clear link between misogyny and sexism, the sexist harassment that women experience online, and online violence against women.

What is the impact?

As the online world operates on a 24 hour basis, it is impossible for survivors to escape online abuse. It causes anxiety, anger, difficulty sleeping, mistrust of the world, depression, fear of harm and shame. Ultimately though it restricts women's sexuality and women's freedom to expression. Carnegie's research[22] into democratic wellbeing shows that 63% of women in the UK always or frequently self-censor when online, most commonly due to fear of abuse and not wanting to get into an argument.

Prevalence

A 2017 Amnesty International online poll[23] asked 504 women aged 18-55 in the UK about their experiences of online abuse.



1 in 5 said they'd experienced abuse or harassment through social media

Women are 27 times more likely to be harassed than men.[24]



According to Amnesty International[25], Black women are 84% more likely to be abused online than white women.



Whilst as a region we cannot influence large tech companies to ensure that they use appropriate measures to prevent and address online abuse, we can, however, ensure that we routinely include online abuse in survivors' needs assessments, provide appropriate support, highlight these issues to the public and use available legislation to pursue perpetrators.



Chapter 4 **SUPPORT**

Support for Children and Young People

The below figures demonstrate the estimated number of children and young people who experience domestic abuse and sexual violence in Wales and in the region both annually and throughout their lifetimes (calculations are based on the prevalence estimates identified by an independent study commissioned by the NSPCC)[9]

	Cardiff	Vale of Glamorgan	Region
Estimated number of children exposed to domestic abuse during childhood	11,828	4,247	16,075
Estimated number of children exposed to domestic abuse in the past year	2,162	806	2,968

Page 81

For every high harm perpetrator of domestic abuse who has engaged with the Drive Programme in the region, there are more than 2 children who have to live with the impact of the abuse. The number is higher when we include all forms of VAWDASV and levels of risk.

This strategy's section on Early Years outlined the economic, policy and ethical case for specialist service provision for children and young people who experience VAWDASV. There are an estimate 2,968 children in the region who have experienced domestic abuse in the past year alone. The Domestic Abuse Act 2021 recognises children affected by domestic abuse as victims regardless of whether they were present during violent incidents. In line with the new legislation, children have a right to support relevant support.

We will:

ensure that children and young people continue to have access to age-appropriate specialist support

“Somebody to ask the children other than Social Services to talk them or ask how they feel, as they felt apprehensive in answering questions.” – VAWDASV Survivor

There are a range of services in the region for children and young people. This includes:

- One-to-one support;
- Group support;
- Children and young people's IDVA delivered both through specialist services and in health settings;
- Mentoring programme for children and young people (5-11 years old);
- Male IDVA that helps young people to understand and break the cycle of misogyny;
- Parent bonding that supports families to recover from their experiences of abuse;
- Gender specific services (11-16) that build young people's confidence and assertiveness;
- Healthy relationships support;
- Specialist support for children and young people at risk of sexual exploitation.

PARENT
BONDING

HEALTHY
RELATIONSHIPS
PROGRAMMES

MENTORING
PROGRAMME

- GENDER SPECIFIC
- CHILD-LED
- SUPPORTED BY SPECIALISTS

IDVA



Support to Black and Minoritised Communities



Survivors in the region are left struggling to access VAWDASV support due to their immigration status that prevents them from accessing public services and public funds. No Recourse to Public Funds' (NRPF) is not an immigration status but a condition that can be imposed by the Home Office on individuals as part of their leave to enter or remain in the UK. These public funds are specified in legislation, under section 115 of the Immigration and Asylum Act 1999.

Some people subject to immigration control also face restrictions which limit their access to work, social housing, renting accommodation, health care, and opening bank accounts. Perpetrators invariably use survivors' vulnerabilities including their insecure immigration status as a tool to instil fear and control them.

A lot more migrant workers and international students have come to Cardiff since the end of the COVID-19 restrictions and have been inevitably affected by the cost-of-living crisis. Their NRPF status prevents them from accessing VAWDASV services. In addition to survivors of domestic abuse, survivors of human trafficking and modern slavery also find themselves subject to the no recourse to public funds rule.

The current policy and legislative framework fails to provide equal support and protection to migrant survivors of VAWDASV, creating a two-tier protection system. The UK Government has ratified the Istanbul Convention but reserved article 59, which sets out state obligations to provide protection to migrant women. As a result, migrant victims and survivors are unable to access support and protection without discrimination regardless of their immigration or refugee status.

Whilst immigration is not a devolved policy area in Wales, the Welsh Government has made a commitment to making Wales a Nation of Sanctuary by using its devolved powers to implement measures towards this goal, such as funding immigration legal advice, promoting the Nation of Sanctuary concept across housing and homelessness sectors, developing accessibility to emergency accommodation options, and seeking to influence the Home Office to safeguard individuals from the most harmful outcomes. It has also committed to a Last Resort Fund for survivors with No Recourse to Public Funds.

Emergency fund

"For too long, Gypsy, Roma and Traveller (GRT) victims and survivors have been left behind" - Domestic Abuse Commissioner

Evidence shows that:

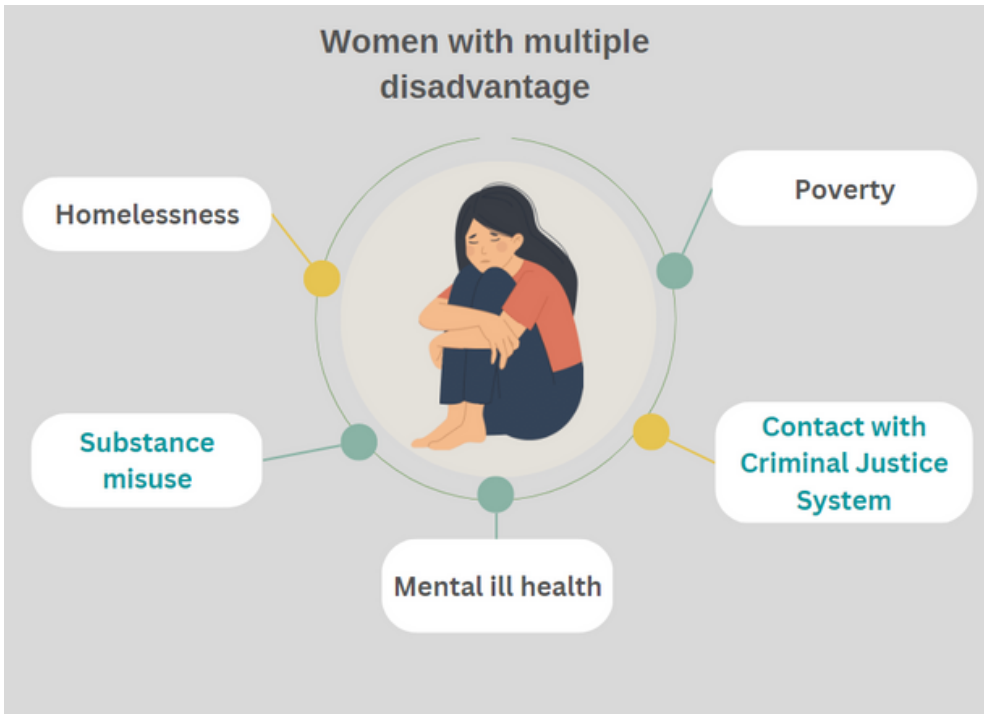
- According to the 2021 census, there are 1,340 people from the GRT community living in the region.
- Survivors from the GRT community are likely to be missed from ethnic monitoring statistics. 76% of GRT people have hidden their ethnicity to avoid discrimination or prejudice. [27]
- Some GTR survivors experience so-called 'honour-based abuse' but this not part of all GRT survivors' experiences.[28]
- The fear of social services leaves GRT survivors in fear of contacting the police. An increasing number of women are taking their lives after contact with social services. [28]
- Majority of GTR survivors are not aware of services because of lack of engagement with the communities.[28]

Similarly, the Polish community is invisible in statistics under the broad umbrella of 'white other' category despite 3,970 individuals in the region registering for settled status with the Home Office. The Femicide Census shows that Polish women are the second largest group murdered, after British nationals. Language barriers, lack of understanding of support available and the fear of children's services are a barrier to support.

We will:

gather data and information on the experiences of BME communities to better understand their needs.

Women with Multiple Disadvantage



Page 83

- Women with multiple disadvantage (also known as complex needs) are less likely to present at specialist VAWDASV services.[30]
- More than a quarter of all support for women facing multiple disadvantage is offered around pregnancy (e.g. substance misuse specialist midwife & perinatal mental health support). [30]
- Women and girls' experiences of multiple disadvantage are further complicated by sexual exploitation and gang association.

Women's experiences of multiple disadvantage differ to men's experiences:

- Women and girls are more likely to be hidden homeless, sofa surfing, engaging in so-called 'sex for rent' and exploitative arrangements. [31]
- More than half of women in the criminal justice system have experienced domestic abuse and/or gender-based violence at some point in their lives [32].
- Women's mental health and substance misuse is strongly correlated with their trauma of abuse. Removal of children can be a major barrier to recovery.

The number of women with complex needs and associated risk have presenting to housing services in Cardiff have been increasing year on year:

- **130 in 2019/20 (high risk - 48%)**
- **139 in 2020/21 (high risk - 57%)**
- **152 in 2021/22 (high risk - 61%)**

We recognise the need for gender responsive accommodation services for women who experience multiple disadvantage. We are therefore planning to develop specific housing provision for women who have complex needs.

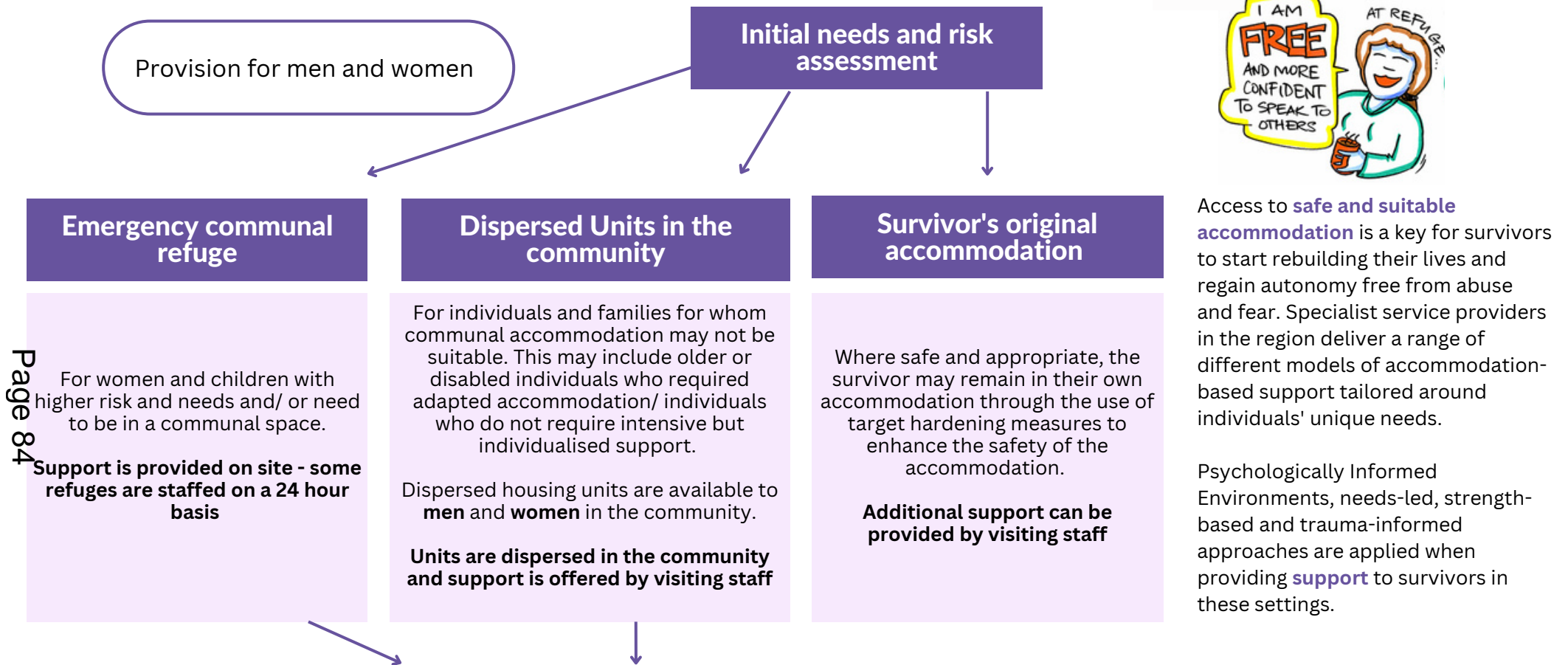
Women and girls associated with gangs are often missed from data collection and narratives regarding county lines[29]. Even though, increasingly, professionals report that young women are involved in gangs in same level roles as young men, there is a gendered aspect to women and girls' involvement.

- Women and girls are recruited to gangs through coercion and sexual exploitation.
- Women and girls carry out the emotional labour within gangs.
- However, emotional connections and relationships in the gang mean that they are forced to escape both a relationship and the criminal network.
- Even though most county line activity involves drug dealing, women and girls are more likely to be subjected to sexual violence and exploitation.

We will:

implement recommendations from the Complex Needs Task and Finish Group.

Accommodation-based support



Rehousing - long-term accommodation

Our **Rapid Rehousing** approach means that we ensure that support fits around the survivor so that they can move to safe long-term accommodation and exit homelessness quickly.

We will: review all refuge accommodation to ensure that it continues to meet need

Sexual Exploitation

There isn't a source of data that would allow for the production of a representative estimate for **those exploited through the sex industry**. A study[3] commissioned by the Home Office and South Wales PCC into the "*nature and prevalence of prostitution and sex work*" identified a number of difficulties relating to data collection including its hidden, transient and multi-faceted nature and the inconsistent and partial collection of information. Most studies put the the UK figure in the region of 80,000[34]. Changes to the welfare benefits system, austerity and the increase in the cost of living, have pushed many women into poverty and sexual exploitation. Websites that previously were used to advertise sexual services have been shut down whereas the COVID-19 pandemic has led to the proliferation of online platforms such as Only Fans.

The discourse relating to this issue is often polarised between 'sex work' and 'exploitation'. Dr Mulvihill[35] provides a more nuanced analysis that accounts for women whose 'choice' to enter the sex industry is complicated by structural disadvantage such as poverty and destitution, insecure immigration status and no recourse to public funds, lack of viable employment alternatives often linked to lack of quality and affordable childcare. Their 'choice' is often a choice of no alternatives.

The lack of alternatives further disadvantages women in the industry by putting them at risk of structural harm and gender-based violence including rape, physical violence, robbery, stalking, blackmail as well as intimate partner violence and abuse.

In acknowledgement of these complexities, the use of language in the strategy refers to sexually exploited women/adults not 'sex workers'.

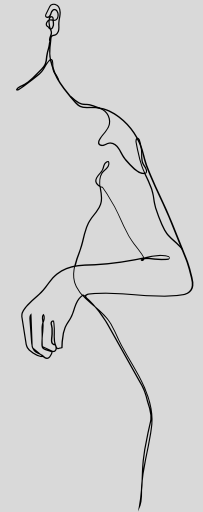
"You don't know how it makes me feel not being judged and treating me like a person."

"I like coming to the office. It's a Safe Space and feels like family."

VAWDASV survivors

We support the **All Wales Sexual Exploitation Operational Group's** recommendations:

- Commitment to including sexual exploitation in the National Training Framework.
- Identifying links between child sexual exploitation and adult sexual exploitation.
- Consistent guidance for police forces on addressing sexual exploitation.
- Acknowledging the specific nature of street harassment that sexually exploited women experience.
- Perpetrator interventions and workstreams to consider those who sexually exploit.
- Meaningful engagement for sexual exploitation survivors.



Agencies in the region are committed to improving their level of knowledge and understanding of the challenges and barriers faced by exploited people in accessing their services.

The Safer Wales' StreetLife project has been operating in Cardiff since 2005 and has transformed the lives of many women impacted by sex work and victims and survivors of sexual exploitation. The project is premised on the belief that women who are exploited through the sex industry have the right to be safe and are able to access appropriate support. A flexible, trauma informed, needs led, strengths based holistic service is delivered through:

- Evening Outreach
- Day time floating support and Assertive Outreach service
- Drop In/Safe space/Open Access through a dedicated Women's Centre
- Dedicated housing support with Cardiff Community Housing Association to support women to maintain their tenancies.

The service works with 150 women at any given time.

Modern Slavery and Human Trafficking

Myth

Modern Slavery and Human Trafficking (MSHT) only involve foreign nationals



Fact

32% of those referred to the Cardiff MSHT MARAC were for British Nationals

Myth

Women are the main victims of MSHT

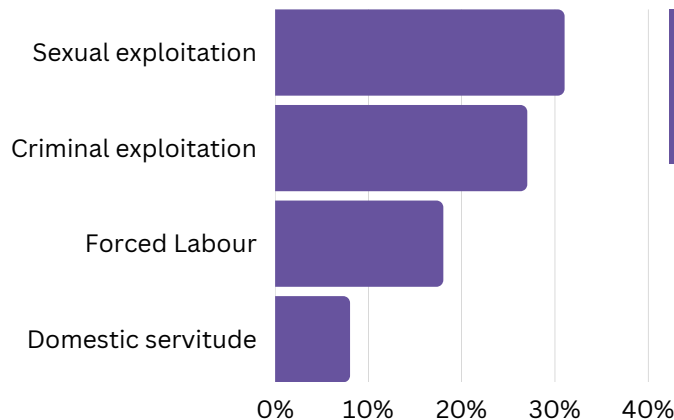


Fact

51% of referrals to the MSHT MARAC were men.

Myth

Trafficking involves mainly sexual exploitation



Fact

MSHT involves different forms of exploitation

* Data compiled from referrals to the MSHT for 2018-22

"I started going out with this guy. He was telling me: "I love you; I want to spend my life with you. You are the woman I wanted in my life", and in short, he started convincing me and I started to love this guy, but all of this that he was saying were lies. He deceived me and forced me to work or sleep with other men. He was threatening me with my children's life. he was telling me if I didn't do whatever he was saying I would not see my kids anymore. I was forced to do this thing, to sleep with many men in one night." - VAWDASV survivor testimony

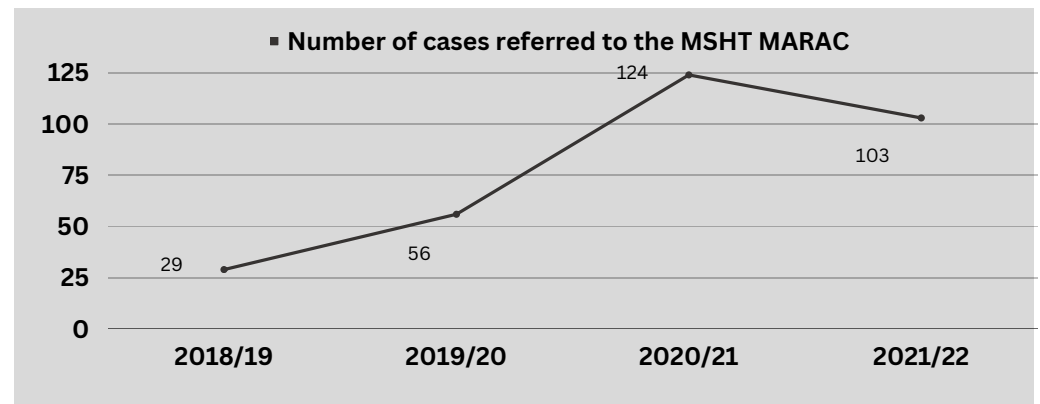
Myth

MSHT involves force and violence

Fact

Whilst MSHT can involve the use of force and violence, it can also involve **fraud, coercion and deception**

MSHT arrests in Cardiff and the Vale continue to grow. We are committed to continue to raise awareness with partners in the region to bring to light a crime that often remains hidden.



Focus on Sexual Violence

"Domestic abuse can however dominate the public and professional perception. This can, and has, led to responses starting and finishing with domestic abuse with the broader concepts missed. This might take the form of professionals not recognising issues for referral, treating abuse as a safeguarding issue rather than an offence or commissioners regarding domestic abuse provision as ticking all the boxes. During the life of this strategy we want to ensure that the understanding of VAWDASV is comprehensive, addressing sexual violence as successfully as we address domestic abuse for example" -

Welsh Government violence against women, domestic abuse and sexual violence: strategy 2022 to 2026

Survivors of sexual violence have often been less visible in discourse relating to VAWDASV due to the stigma and shame that they experience.

Since our last strategy, millions of survivors around the world broke the silence on sexual violence and sexual harassment with the emergence of the **#metoo** and **#timesup** movements. The number of referrals to specialist sexual violence services in the region have also been increasing annually both in numbers and in complexity, particularly with respect to mental health and safeguarding issues.

Whilst perpetrators are more likely to be somebody the victim knows, sexual violence doesn't always occur within the context of domestic abuse.

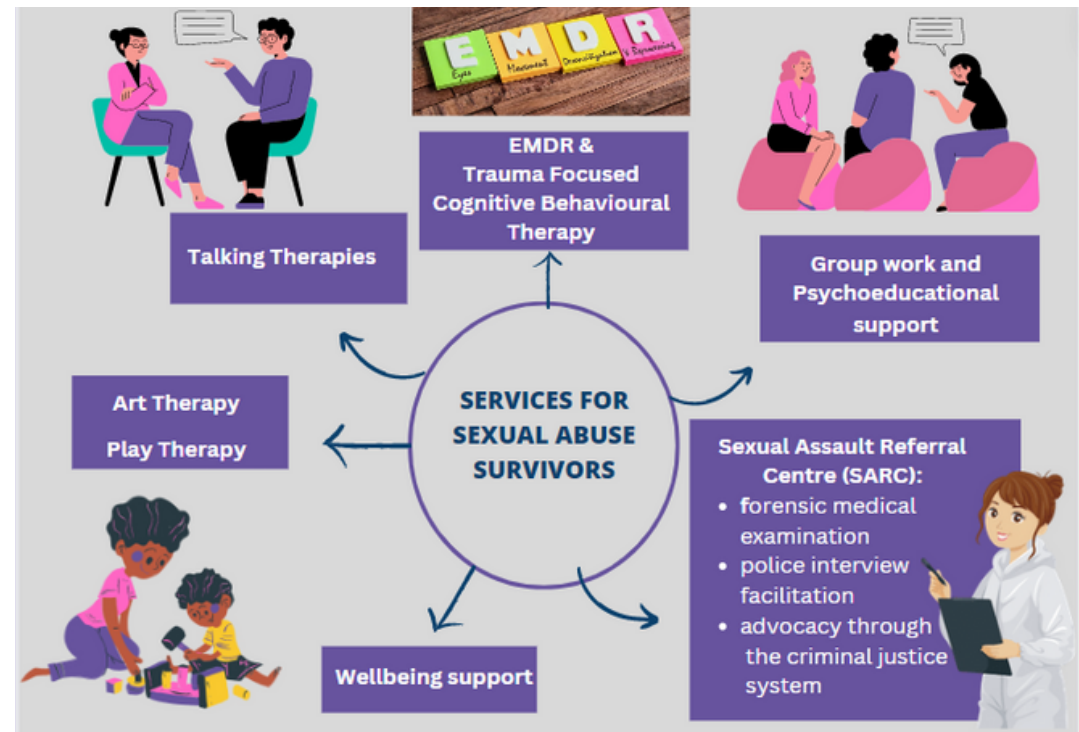
737 number of referrals to the **Sexual Assault Referral Centre (SARC)** in 2020/21.

1/3 of referrals to the SARC are for non-recent assault.

4% of the survivors accessing services by **New Pathways** require sexual violence support in the context of a domestic abuse situation.

22% report experience of domestic abuse at any time in their life

The partners' needs-led and trauma-informed response to sexual violence and abuse includes a range of options including: counselling and therapy, Sexual Abuse Referral Centre services (including forensic examinations), advocacy and support with the criminal justice system, psychoeducational, emotional and practical support. New Pathways also provide awareness raising sessions, sexual violence and trauma training for practitioners.



Health Responses to VAWDASV

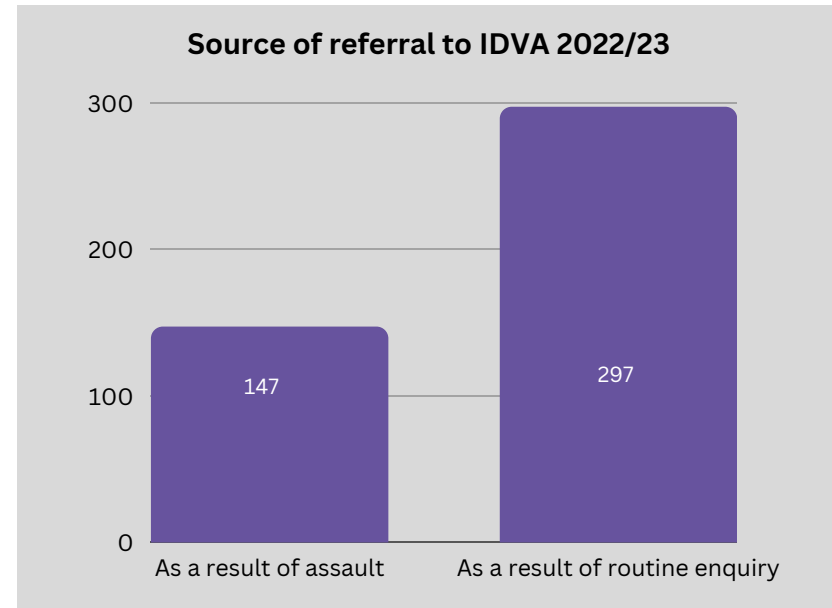
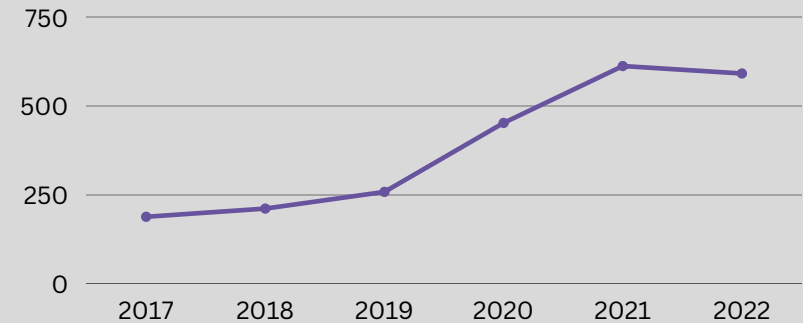
Hospital-based IDVA

VAWDASV is a public health issue with significant consequences on survivors' physical and mental health and wellbeing. Research[36] indicates that survivors engaging with an IDVA in a hospital setting were more likely to disclose higher levels of multiple needs related to their mental health, drugs and alcohol than those accessing community services.

The COVID-19 pandemic created a safety requirement for individuals to present at health services without a friend or family member accompanying them. This created a natural opportunity of safe enquiry of all individuals presenting at the emergency department leading to a 67% increase in the number of disclosures. In response, routine enquiry has been further embedded in the work of the department.

A newly established Young Person's IDVA will support patients between the ages of 11 -17 years old who have experienced VAWDASV including domestic abuse, sexual violence and sexual exploitation.

Annual number of survivors supported by the IDVA service



Women's Wellbeing Clinic

The **Women's Wellbeing Clinic** at the Cardiff Royal Infirmary is a fast-track service offering specialist treatment & support to females who have undergone Female Genital Mutilation (FGM). Professionals and all females affected by FGM can self-refer into the Women's Wellbeing Clinic regardless of age.

Women receive a continuity of care through a specialist midwife who assesses and supports newly arrived asylum seekers and supports them throughout their journey, including in theatre during defibulation. However, the service is forced to decline referrals from neighbouring areas and is unable to provide consistent and specialist support to survivors dispersed to other areas of Wales. The clinic is also equipped with a psychologist that provides support with the multiple layers of trauma that asylum seeking women experience. **Women accessing the service express a desire for them to be the last ones in their family to have FGM.**



Health Responses to VAWDASV

IRIS+ What is IRIS+?

IRIS+ stands for Enhanced Identification and Referral to Improve Safety and it extends the successful IRIS project, which involves increasing the identification, documentation, and referral of female victims of domestic violence and abuse and survivors of abuse within GP surgeries.

Aims of IRIS+

We know that for many victims and survivors of domestic violence and abuse the GP surgery is the one place they can be seen alone. We also know that male and female victims and survivors feel that it would be appropriate for their GP or nurse to ask them about domestic violence and abuse.

IRIS+ aims to improve the general practice response to domestic violence and abuse by training primary healthcare professionals and providing a direct and simple referral pathway to a local specialist service. The intervention model incorporates training about, and a referral pathway for:

- male victims/survivors and perpetrators
- female perpetrators (as well as victims/survivors)
- children exposed to domestic violence and abuse

There are 57 surgeries in the region. In the last 3 years the following number of surgeries have received training:

Year 2018-2019

5 practices

2019-2020

17 practices

2020-2021

2 practices

We will:

Ensure that IRIS+ is fully implemented in the region.



Recovery

The estimated cost of the physical and emotional harms incurred by victims of domestic abuse alone is **£47 billion**, with the emotional harms (the fear, anxiety and depression experienced by victims as a result of domestic abuse), accounting for the overwhelming majority of the overall costs.[37]

VAWDASV is widely recognised as a public health issue and human rights violation, but studies[38] show that it is also a **public mental health issue** with a bidirectional causal association between poor mental health and VAWDASV.

- There is an association between depression and subsequent domestic violence and abuse. Equally domestic abuse increases the likelihood of depression in women, including post-natal depression.
- People in contact with secondary care have a history of particularly high rates of sexual violence, with 10% prevalence of past-year sexual violence. More than half of those who had experienced rape or attempted rape reported having attempted suicide as a result of their experiences.
- Small number of studies suggest high levels of symptoms, including symptoms of depression, anxiety, and PTSD in women who have escaped their traffickers.
- Women with FGM might be more likely to have a psychiatric diagnosis and to experience symptoms of anxiety, depression, somatisation, PTSD, and low self-esteem.

Our services

Atal y Fro	198 Holton Road, Barry, CF63 4HN 01446 744 755
BAWSO	Sovereign Quay, Havannah Street, Cardiff, CF10 5SF 02920 644 633 & 0800 731 8147
Cardiff Women's Aid	50 Meteor St, Cardiff CF24 0HE 029 2046 0566
Cedar Project	
New Pathways	19 St. Andrew's Crescent, Cardiff, CF10 3DB 02920 220 390
RISE	Royal Infirmary, Block 24, RISE One Stop Shop, 24 Longcross St, Cardiff CF24 0JT - 029 2046 0566
Safer Wales	1st Floor, Castle House, Castle Street, Cardiff, CF10 1BS - 02920 22 00 33
Safer Merthyr Tydfil	89-90 Pontmorlais, Merthyr Tydfil CF47 8UH 01685 353999 Interventions delivered at the Quaker House in Cardiff
Sexual Assault Referral Centre (SARC)	Ynys Saff SARC, Cardiff Royal Infirmary, Glossop Road, Cardiff, CF24 0SZ - 029 20 49 22 33
Women's Wellbeing Clinic	Cardiff Royal Infirmary, Longcross Street, CF24 0SZ 02920 33 54 49

Live Fear Free Helpline	Pan Wales VAWDASV Helpline	0808 801 0800
Galop	Helpline for LGBTQ+ survivors	0800 1303335
SignHealth	Deaf survivors	Text 07800 003421 da@signhealth.org.uk
Forced Marriage Unit	Support for Forced Marriage survivors	020 7008 015
Karma Nirvana	Honour Network Survivors Helpline	0800 5999 247
Modern Slavery Helpline	Support for survivors of Modern Slavery	0800 0121 700
The Traveller Movement	Helpline for Gypsy, Roma & Traveller Women	0754 1637 795
Vesta Specialist Family Support	Support for Polish Survivors & Perpetrators	0800 061 4004
Men's Helpline	Support for male victims of abuse	0808 8010 327
Revenge Porn Helpline	Supporting survivors of imaged-based abuse	0345 6000 459
Stop it Now!	For anyone concerned about child abuse including those worried about their own thoughts or behaviour	0808 1000 900

Glossary

ACE—Adverse Childhood Experience
 BCU—Basic Command Unit
 CPS—Crown Prosecution Service
 CSE—Child Sexual Exploitation
 FGM—Female Genital Mutilation
 GP—General Practitioner
 HBV—Honour Based Violence
 IDVA/ISVA/IPA—Independent Domestic/Sexual Violence Advocate/Independent Personal Advocate
 IRIS—Identification and Referral to Improve Safety
 LGBTQ+—Lesbian, Gay, Bisexual, Transgender & Queer
 MAPPA—Multi-Agency Public Protection Arrangements
 MARAC—Multi-Agency Risk Assessment Conference
 MASH—Multi-Agency Safeguarding Hub
 NRM—National Referral Mechanism
 NTF—National Training Framework
 PCC—Police and Crime Commissioner
 PPN—Public Protection Notice
 PSE—Personal and Social Education
 SARC—Sexual Assault Referral Centre
 SWP—South Wales Police
 SUSR—Single Unified Safeguarding Review
 VAWDASV—Violence against Women, Domestic Abuse and Sexual Violence
 WASPI—Wales Accord in Sharing of Personal Information

Key dates for your diary



1st week February	Sexual Violence Awareness Week
6th February	International Day of zero Tolerance for Female Genital Mutilation
8th March	International Women's Day
18th March	Child Sexual Exploitation (CSE) National Awareness Day
18th April	National Stalking Awareness Day
17th May	International Day against Homophobia and Transphobia
14th July	Memory for Victims of Honour Based Violence
19th November	International Men's Day
20th November	Children's Rights Day
25th November	International Day to Eliminate Violence Against Women/ White Ribbon Day
November	National Safeguarding Week
17th December	International Day to Eliminate Violence Against Sex Workers
10th December	Human Rights Day

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Appendix 2



Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2023 – 2028 Implementation Plan 2023-2028

Page 95

VISION: People who live, work, study in and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

AIMS:



PREPARE

Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region



PURSUE

Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict



PREVENT

Proactively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as 'everyone's business'



PROTECT

Improve the multi-agency response and support to all victims of VAWDASV and their children, regardless of risk level or needs



SUPPORT

Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing forms of VAWDASV

This document is also available in Welsh

It's In our hands

Appendix 2

This implementation plan has been developed with the input of survivors and partners during consultation events and one-to-one meetings. It has been influenced by current key legislative and policy drivers including the Welsh Government's Blueprint and the high-level delivery plan that accompanies it. **This implementation plan is a living document and will be updated as new Welsh Government requirements, legislation, national or local specific activities are identified.**

INTRODUCTION				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
We will assist the Welsh Government to implement the actions arising from the Blueprint approach and workstreams	Ensure engagement with local, regional and national networks and forums such as the VAWDASV Research Network Wales, HBA Leadership Group, Cardiff Night-time Economy Group etc.	Attendance record of meetings and contributions.	Mar 2026	Regional Team
	Ensure representation at workstreams and/or sharing of information and issues with other Regional Advisers	Attendance record of meetings and contributions	Mar 2026	Regional Team
We will ensure this strategy aligns with relevant policy and related action plans, as these are reviewed and renewed	Establish a governance structure that reflects strategic priorities and creates appropriate lines of accountability between groups and individuals	A governance structure with clear lines of accountability is available and operational with minutes being kept centrally	Sept 2023	Regional Team
	Ensure VAWDASV is reflected in other appropriate governance structures e.g. community safety, safeguarding, health and social care etc	VAWDASV is prioritised on agendas and minutes are kept	Sept 2023	Regional Team
	Work with the South Wales Collaborative Board to ensure alignment with strategic priorities across the South Wales footprint	Attendance record of meetings and contributions	Ongoing	Regional Team
We will assist with developing and implementing a CEDAW City action plan	Work with colleagues in HRPS to develop and implement an action plan	Action plan developed and shared	Oct 2023	Regional Team and HRPS
	Update Cabinet as and when requested	Reports drafted and submitted	Ongoing	Regional Team and HR Team

Appendix 2

PREPARE				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
We will work with partners across the region to continually improve data collection and analysis	Establish a Task and Finish Group to agree data types, categories and frequency of data collection with partners in the region	Data Dashboard produced (standard agenda on Executive group)	Dec 2023	Regional Team
	Map and analyse activities with schools (Spectrum, Operation Encompass, NTF) to ensure that we best target our resources	Schools prioritised for interventions depending on need	Sept 2025	Regional Team and Executive
	Analyse data on a quarterly/annual basis to identify trends, strengths, gaps, reduce duplication, clarity regarding what data is used for and how it adds to the overall VAWDASV picture. Report to the VAWDASV Executive Group (as a standard agenda item)	Consultation/literature review completed. Recommendations presented to Exec Group	Mar 2028	Regional Team
	Use available data to assess performance and inform future commissioning	Commissioning underpinned by needs analysis	Mar 2028	Regional Team
We will ensure the lived experiences of survivors informs ongoing service development and delivery	Map out survivor engagement and participation activities in the region	List of survivor engagement opportunities in the region	Mar 2025	Regional Team
	Develop a model for regional engagement to influence planning and delivery of key strategic priorities	Framework for survivor engagement developed	Mar 2025	Regional Team / Providers
	Invite survivor representative(s) to be included in the governance structure	Record of attendance in minutes	Mar 2025	Regional Team / Providers
We will continue to learn from experts	Ensure we engage with, and remain abreast of, all relevant research affecting VAWDASV and consider if suitable for the region	Relevant research documents shared with Executive and identified on minutes	Mar 2028	All partners
	Continue to invite notable researchers and speakers to talk at events and during 16 Days of Action (White Ribbon)	Invitations to attend talks/events circulated	Mar 2028	All partners
We will support the Welsh Government's Blueprint work to ensure that survivors of all ages receive the support that they need	Ensure attendance at Older People and Children and Young People Workstreams	Attendance record of meetings and contributions	Mar 2026	Regional Team
	Work with Welsh Government and partners to agree and implement any recommendations arising from the Workstream's activity	Workstream minutes, briefings and reports	Mar 2026	All partners
We will seek to understand the distinct needs and barriers to support that disabled survivors	Engage with survivors and relevant disability support groups to gather information on support needs and barriers to access	Invitations to consultation events, surveys and minutes of meetings	Dec 2026	Regional Team / Providers

Appendix 2

PREPARE				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
experience in order to improve access	Work with all partners to consider how to overcome identified barriers to ensure equality of access to services for disabled victims	Summary of victim engagement identifying issues; meeting minutes	Sept 2027	All partners
We will continue to pilot the Cedar Project for male victims to inform formal procurement of a bespoke service	Undertake a comprehensive review of the pilot's delivery and seek feedback from service users	Report produced and new service specification developed	Sept 2024	Housing Support Grant Teams
	Prepare for formal commissioning and implement the new service	Formal documentation included with invitation to tender on Sell2Wales	Dec 2024	Housing Support Grant Teams
We will support the regional implementation of the Relationships and Sexuality Education (RSE) curriculum to promote children and young people's understanding of consent, healthy and respectful relationships	Ensure that messaging to schools is as consistent and accurate as possible through seeking feedback from the Regional	Activity reports; feedback from pupils, teachers, schools and parents	Mar 2028	Regional Team

Appendix 2

PURSUE				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
We will improve our understanding of sexual violence to develop and enhance our response	Capture all available data both UK-wide, Wales-wide and regionally to ascertain demand, trends and outcomes	Data capture; analysis; reports circulated; meeting minutes	Mar 2025	Regional Team, SWP/PCC
We will support partners to implement the new powers originating from legislative changes	Assist partners in the Criminal Justice System to widen awareness of new powers and how to implement them	Engagement/training events; publicity materials; reports on usage of new powers	Mar 2028	Regional Team, SWP/PCC
We will raise awareness of legislative changes to encourage appropriate reporting, signposting and support	Produce publicity materials and hold public-facing events and campaigns to highlight changes whenever possible	Materials produced and circulated; number of events and campaigns held	Mar 2028	SWP/PCC / Regional Team
	Share relevant information with partners including publicity materials to share with staff and service users	Materials produced and circulated; number of events and campaigns held	Mar 2028	SWP/PCC / Regional Team
We will continue to place accountability for abuse on those who cause harm	Assist Welsh Government to implement a whole system approach for tackling perpetration	Increased percentage of convictions, use of orders and other policing powers.	Mar 2026	Welsh Government
	Work with Welsh Government to identify, develop and implement effective interventions that enable everyone in society to challenge misogynistic attitudes, beliefs and behaviours	Engagement events; analysis; reports circulated; implementation plan of any interventions;	Mar 2026	Welsh Government
We will tackle perpetration by supporting the Welsh Government's relevant Blueprint workstream	Assist with mapping provision and identifying best practice	Meeting minutes and map of provision	Mar 2026	Welsh Government
	Working with Welsh Government and other partners, consider how to fill gaps in delivery	Meeting minutes; briefings and reports	Mar 2026	Welsh Government
We will explore accredited and evidence-based programmes that address harmful behaviours related to all forms of VAWDASV and support efforts to secure interventions	Provide a range of educational and support opportunities for those at risk of carrying out abuse and violence, ensuring that any commissioned programmes are psychologically informed, evidence based and have access to an integrated support service for victims	Invitations to tender; grant agreements, contracts; meeting minutes	Mar 2028	SWP/PCC / Regional Team
	Ensure commissioned programmes are quality assured and have received relevant accreditations	Copies of accreditation certificates	Mar 2028	SWP/PCC / Regional Team

Appendix 2

PREVENT				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
We will encourage more schools to embrace the whole school approach to VAWDASV	Promote the whole school approach at every opportunity	Record of engagement	Mar 2028	Regional Team / Education colleagues
	Consider ways to support schools through campaigns, training and pathways to specialist services	Record of meetings and contributions; publicity materials provided	Mar 2028	Regional Team / Education colleagues
We will continue to work with universities and colleges to strengthen their response to students experiencing VAWDASV	Continue to hold regular meetings to share good practice and identify issues	Meeting minutes and records of attendance	Mar 2028	Regional Team
	Consider ways to support students through campaigns, training and pathways to specialist services	Record of meetings and contributions; publicity materials provided	Mar 2028	Regional Team
We will use every opportunity to challenge victim-blaming attitudes and raise awareness of support services	Support the Welsh Government's delivery of Bystander Intervention Programmes	Promotion of the availability of training	Mar 2026	All partners
	Ensure that through delivery of training and events, a culture where the challenge of victim-blaming is accepted and recommended	Training records; feedback and bespoke surveys	Mar 2028	All partners
We will continue to ensure the workforce is skilled to identify, refer and support victims and perpetrators	Deliver training to relevant groups in line with the National Training Framework (NTF)	Records of attendance and training records	Mar 2028	Regional Team / Health / Velindre NHS Trust
	Undertake a workforce training needs assessment	Training assessment document	Sep 2023	Regional Team
	Develop and deliver additional (bolt-on) training for practitioners as part of the National Training Framework as identified by the training needs assessment	Training plans	Mar 2028	Regional Team / Health / Velindre NHS Trust
	Ensure that delivery of training includes a module on responding to perpetrators	Training plans	Mar 2028	Regional Team / Respect / Health / Velindre NHS Trust
	Work with the Welsh Government to develop training for professionals that focuses upon the specific issue of the abuse of older people, and which enables practitioners to understand the	Training plans	Mar 2028	Welsh Government, Regional Team / Health /

Appendix 2

PREVENT				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
	limitations of conceptualising the abuse of older people as 'elder abuse', for example, coercive behaviour.			Velindre NHS Trust
We will support partners to continue to reapply for the White Ribbon status	Continue to develop an annual calendar of public events around the 16 days of action to tackle violence against women and girls	Calendar published and circulated widely	Mar 2028	Regional Team
	Work with partners to submit applications and undertake ongoing activities and monitoring	Accreditations achieved	Mar 2028	Regional Team / partners

Appendix 2

PROTECT				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
We will implement the agreed recommendations from the review of Multi-Agency Risk Assessment Conferences (MARACs)	Implement an over-arching MARAC Steering Group for the region	Meeting minutes and records of attendance	Sept 2023	Regional Team
	Work to ensure cross-boundary MARAC Coordinator support and absence cover for roles	Job descriptions, service level agreement	Dec 2023	VoG Community Safety / Cardiff Council Adults Services
	Develop clear protocol for integration and operation of daily discussions with MARAC meetings and management	Operational guidance and instructions circulated to all partners	Mar 2024	Regional Team and all partners
	Improve MARAC data monitoring and production of regular reports to regional MARAC Steering Group	Quarterly reports produced and circulated; submissions to Safe Lives	Mar 2024	MARAC Coordinators
We will strengthen our safeguarding response to honour-based abuse and female genital mutilation by developing clear pathways of support	Develop pathway of support for all cases of identified and suspected FGM	Development and circulation of clear pathways; referrals received; provider feedback	Mar 2025	MASH partners
	Develop pathways of support for all cases of identified and suspected honour-based abuse	Development and circulation of clear pathways; referrals received; provider feedback	Mar 2025	MASH partners
We will continue to ensure that children subject to safeguarding are given specialist support to recover from the abuse and trauma they have suffered	Continue to roll-out the Safe & Together model to relevant health and social care staff	Records of staff training; staff feedback	Mar 2028	Children's Services
	Ensure there are robust pathways to specialist support from Early Help services	Development and circulation of clear pathways; referrals received; provider feedback	Dec 2025	Regional Team / Children's Services
We will work with the Regional Safeguarding Board to implement recommendations from the Independent Inquiry into Child Sexual Abuse (IICSA) report	Assist as required with any activity identified by the Regional Safeguarding Board	Meeting minutes	Mar 2024	All partners
We will assist partners to update workplace policies to include workplace sexual harassment	Assist Welsh Government to understand the scale of workplace harassment and to support the effective prevention and response	Summary of engagement identifying issues; meeting minutes; reports submitted	Mar 2026	All partners
	Ensure all partner workplace policies are updated	Record of workplace policies,	Mar 2026	All partners

Appendix 2

PROTECT				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
	to include workplace harassment	versions and renewal dates		
We will work with the Welsh Government to implement actions arising from the workplace harassment Blueprint workstream	Work with the Welsh Government to identify relevant legislation in relation to sexual harassment in public spaces and develop a common approach for the police and other agencies to enforce it	Invites to consultation; surveys; analysis; reports circulated	Mar 2026	Welsh Government
	Support the Welsh Government in the development of public campaigns, specifically focusing on the prevention of sexual harassment in public spaces	Campaign material; social media posts and reach	Mar 2026	Welsh Government
	Support the Welsh Government and regional partners to understand what “safety” in public spaces means for different groups by undertaking intersectional consultation with survivors and the public	Invites to consultation; surveys; analysis; reports circulated	Mar 2026	Welsh Government
We will ensure there are more safe spaces throughout Cardiff, involving women and girls in their creation	Work with colleagues in Education to engage women and girls in reviewing availability	Summary of engagement identifying issues; meeting minutes; proposals	Dec 2023	Regional Team / Education
	Increase provision of Safe Spaces including Council Hubs and Libraries	Inclusion on Safe Spaces scheme map and app	Mar 2024	Regional Team

Appendix 2

SUPPORT				
Commitment	Milestones/Actions	Evidence of Achievement	Timescale	Lead
We will ensure children and young people continue to have access to age-appropriate specialist support	Ensure equivalent provision is built into any future service recommissioning	Invitations to tender; grant agreements, contracts; meeting minutes	Sep 2025	Regional Team / HSG leads
We will gather data and experiences of BME communities to better understand their needs	Engage with survivors and relevant BME groups to gather information on support needs and barriers to access	Invitations to consultation events, surveys and minutes of meetings	Sep 2025	Regional Team / HSG leads
	Work with all partners to consider how to overcome identified barriers to ensure equality of access to services for BME victims	Summary of victim engagement identifying issues; meeting minutes	Sep 2025	Regional team / HSG leads
We will implement recommendations from the Complex Needs Task and Finish Group	Review all available data on current demand, journeys, barriers and both provider and survivor input to design a new approach to supporting this cohort	Engagement activity; analysis and reports circulated	Sep 2025	Regional Team / HSG leads
	Taking into account any best practice identified, implement a bespoke model of support for women identified as having complex needs	Service specification, monitoring reports	Sep 2025	Regional Team / HSG leads
We will review all refuge accommodation to ensure that it continues to meet need	Review all available data on current demand, journeys, barriers and both provider and survivor input	Engagement activity; analysis and reports circulated	Sep 2025	Regional Team / HSG leads
	Develop a proposal for future use of refuge provision including agreed pathway through support	Invitations to tender; grant agreements, contracts; meeting minutes	Sep 2025	Regional Team / HSG leads

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**



Policy/Strategy/Project/Procedure/Service/Function Title:
Cardiff and Vale of Glamorgan Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2023-2028
New/Existing/Updating/Amending: Updating

Who is responsible for developing and implementing the Policy?	
Name: Jane Thomas	Job Title: Director (Adults, Housing & Communities)
Service Team: Partnerships	Service Area: Adults, Housing & Communities
Assessment Date: December 2022	

1. What are the objectives of the Policy?

The Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015 laid out a requirement for local authorities and Health Boards to jointly prepare regional strategies to tackle violence against women, domestic abuse and sexual violence (VAWDASV). The regional strategy sets out an overarching vision and high level aims as follows:

Vision:
People who live, work and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

Aims:

Aim 1 - PREPARE
Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.

Aim 2 - PURSUE
Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.

Aim 3 - PREVENT
Pro-actively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as everyone’s business.

Aim 4 - PROTECT
Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.

Aim 5 - SUPPORT
Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

2. Please provide background information on the Policy / Strategy / Project / Procedure / Service / Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

Background

1. Violence against women, domestic abuse and sexual violence is a fundamental violation of human rights, and both a cause and consequence of inequality. Tackling violence against women, domestic abuse and sexual violence (VAWDASV) has far-reaching consequences for women, men, children, families, communities and society as a whole. Tackling these enduring social problems requires a distinct and proportionate approach to enable everyone to live fear free in safe, equal and violence free communities.
2. The Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015 set out a requirement for local authorities and Health Boards to jointly prepare regional strategies to tackle VAWDASV.
3. The Welsh Government has set out in its 2022-26 national strategy an objective to provide all victims with equal access to appropriately resourced, high quality, needs-led, strength-based, inter-sectional and responsive services across Wales. It prioritises early intervention and prevention by creating an objective to increase awareness in children, young people and adults of the importance of safe, equal and healthy relationships and empowering them to positive personal choices.
4. The regional VAWDASV strategy recognises that anyone (women, men, children and young people) can experience and be affected, it addresses violence and abuse directed towards women, men, girls and boys and violence and abuse perpetrated by men and women. It acknowledges that it can happen in any relationship regardless of sex, age, ethnicity, gender, sexuality, disability, religion or belief, income, geography or lifestyle. However, it is acknowledged that women and girls are disproportionately affected by domestic abuse, rape and sexual violence, sexual exploitation (including through the sex industry), modern day slavery, forced marriage, female genital mutilation, child sexual exploitation and abuse, stalking and sexual harassment.
5. The Strategy identifies a number of “We Will” commitments to be delivered across all the partners involved in the region and will be monitored by a new implementation plan through an updated governance structure.

Data Review

6. The Strategy identifies the following demographic and service data:

Regional Data

The area covered by the boundaries of Cardiff and the Vale of Glamorgan has a total population of **494,200**, 15.9% of the total Welsh population. This comprises of **195,200** females and **180,700** males, **55,300** girls and **60,000** boys over the age of 19 (*source: Census data 2021*).

a. Age

The ages of the population are as follows:

	Cardiff			Vale		
	Female	Male	Total	Female	Male	Total
0-4	9,400	9,700	19,100	3,400	3,500	6,900
5-9	10,500	11,000	21,500	3,900	4,000	7,900
10-14	10,500	11,000	21,500	4,000	4,300	8,300
15-19	13,600	12,900	26,500	3,400	3,600	7,000
20-24	19,700	18,200	37,900	2,900	3,100	6,000
25-29	14,600	14,700	29,300	3,700	3,500	7,200

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

30-34	13,800	13,200	27,000	4,200	3,700	7,900
35-39	12,700	12,200	24,900	4,200	3,900	8,100
40-44	11,200	11,000	22,200	4,200	3,900	8,100
45-49	10,200	10,100	20,300	4,300	4,000	8,300
50-54	10,700	10,300	21,000	4,800	4,400	9,200
55-59	10,700	9,900	20,600	5,000	4,500	9,500
60-64	9,200	8,900	18,100	4,500	4,200	8,700
65-69	7,600	7,200	14,800	4,100	3,700	7,800
70-74	7,300	6,800	14,100	4,100	3,700	7,800
75-79	5,200	4,400	9,600	3,100	2,600	5,700
80-84	4,000	2,900	6,900	2,200	1,700	3,900
85-89	2,800	1,700	4,500	1,400	1,000	2,400
90+	1,900	900	2,800	900	400	1,300
TOTALS	185,600	177,000	362,600	68,300	63,700	132,000

The 70–74 age group has seen the most significant increase (34%) since the 2011 census.

b. Ethnicity

79.2% of people in Cardiff identified their ethnic group within the "White" category;
4.0% identified their ethnic group within the "Mixed or Multiple" category;
9.7% of identified their ethnic group within the "Asian, Asian British or Asian Welsh" category and
2.4% identified their ethnic group with "Black, Black British, Black Welsh, Caribbean or African.

c. Disability

The 2011 Census data indicated that **20.5%** (up from 18.6%) of the regional population have some form of **disability** as detailed below:

Disability	% 2011 Census	% 2021 Census
Day-to-day activities limited a lot	9.2	9.5
Day-to-day activities limited a little	8.8	11
Day-to-day activities not limited	82.0	79.6
All categories: Long-term health problem or disability	100.0	

d. Sexuality

With regards to sexuality, according to the 2021 Census 5.34% of Cardiff's population do not consider themselves to be heterosexual:

Service Data

Services available from 1st April 2018 include:

- 1 x One Stop Shop (Cardiff only)
- 62 x Independent Domestic Violence Advocates (IDVAs) and 12 Independent Sexual Violence Advocates (ISVAs)
- 89 x units of specialist accommodation
- 1 x provider of 2 community perpetrator programmes

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

- 3 providers of 3 early intervention programmes for those who cause harm
- 3 x MARAC Coordinators and
- 1 x Domestic Abuse Coordinator, 1 x VAWDASV Manager and 1 x Regional VAWDASV Adviser

In 2021/22:

- 7,578 incidents of Domestic Abuse were reported, resulting in 4,694 recorded crimes.
- 811 Stalking crimes were recorded (617 domestic abuse related, 194 non-domestic abuse).
- One Forced Marriage Protection Order was granted.
- 877 crimes of Sexual Violence were recorded.
- 24 survivors of Honour-Based Violence and 6 survivors of Female Genital Mutilation were supported by Bawso.
- 95 cases of Modern Slavery were reported.

39 Forced Marriage Protection Orders (FMPOs) and 23 Female Genital Mutilation Protection Orders (FGMPOs) are still in place. 2 people have an FMPO and FGMPO.

In 2021, there were 439 Domestic Violence Disclosure Scheme disclosure requests. There are 10 Child Sex Offender Disclosure Scheme requests annually.

3 Assess Impact on the Protected Characteristics

3.1 Age

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on younger / older people?

	Yes	No	N/A
Up to 18 years	✓		
18 - 65 years		✓	
Over 65 years	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Using the NSPCC prevalence estimates of child abuse and neglect in the UKⁱ, we estimate that there are 11,828 children exposed to domestic abuse during childhood (2,162 in the last year) and 6,693 children who have experienced sexual abuse offenses (2,973 in the last year). 79 sexual assaults on children under the age of 13 were reported to the police and 118 children accessed support through the Sexual Assault Referral Centre (SARC). This is a significant underestimate as only 1 in 8 child sexual abuse cases come to the attention of authoritiesⁱⁱ.

Article 19 of the United Nations Convention on the Rights of the Child makes it clear that children and young people have the basic human right to dignity. This means they have the right to be protected from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child. Witnessing violence against women, domestic abuse or sexual violence is also therefore a breach of their rights.

The Welsh Governmentⁱⁱⁱ and Older People's Commissioner for Wales^{iv} have drawn attention to the invisibility of abuse amongst older people. This is both due to the lack of prioritisation in academic research and older people's reluctance to report abuse particularly amongst those who are already marginalised by other aspects of their identity such as sexuality or race and ethnicity.

4.C.400	Issue 1	Nov 11	Process Owner: Rachel Jones	Authorised: Rachel Jones	Page 4
---------	---------	--------	-----------------------------	--------------------------	--------

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

Domestic abuse amongst older people is often complicated when there are caring responsibilities, financial or physical dependence in the relationship between the victim and the perpetrator of the abuse whilst factors such dementia, isolation and loneliness increase the risk of abuse. Older victims are less likely to leave abusive relationships than younger people and tolerate the abuse for twice as long as within younger groups before seeking support. Whereas more than two-thirds of victims aged under 60 left their abuser in the year before seeking help, this applied to barely a quarter of older people. A third of victims over 60 were still living with their abuser while seeking help, compared with just 9% of younger victims^v. Disclosures of sexual violence are hindered by stigma, assumptions and ageist attitudes around older people's sexuality or lack thereof.^{vi}

What action(s) can you take to address the differential impact?

For those aged under 16 who have witnessed or experienced any form of violence against women, domestic abuse or sexual violence, all partners, whether in the statutory or third sector, are fully compliant with safeguarding responsibilities under child protection arrangements. For those aged under 16 who are accompanying their parent/guardian into services, they will also have their needs assessed and appropriate tailored services offered. For all children and young people, a range of age-appropriate therapeutic interventions can be delivered. Specifically for those aged 0-5, there is dedicated provision funded through Flying Start and Families First. The Domestic Abuse Act 2021 recognises children affected by domestic abuse as victims regardless of whether they were present during violent incidents. The strategy and accompanying implementation plan make a commitment in strengthening current provision to ensure that all children have access to the support that they require.

It is acknowledged that close working between the Regional Safeguarding Board and the wider VAWDASV governance structure needs to be strengthened. This will be facilitated through shared training resources and regular input into each other's review of policies and procedures and for cross-cutting issues such as Single Unified Safeguarding Reviews. The needs of older people who have or are experiencing any form of violence against women, domestic abuse or sexual violence can be managed in a collaborative way. Issues of dementia and caring responsibilities can greatly affect relationships, and care needs to be taken to assess and support older people.

Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.2 Disability

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	✓		
Physical Impairment	✓		
Visual Impairment	✓		
Learning Disability	✓		
Long-Standing Illness or Health Condition	✓		
Mental Health	✓		
Substance Misuse	✓		
Other	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

A 2023 systematic review^{vii} established a greater frequency and risk of intimate partner violence amongst women with disabilities. All of the articles that studied financial violence, 81.3% of those that studied physical violence, 78.5% of those that studied psychological violence, 75% of those that studied physical/sexual violence, 73.3% of those that studied sexual violence and 50% of those that studied any type of violence found a significant association with disability. Disabled women are exposed to a number of perpetrators including paid staff such as care workers and health workers^{viii} and studies also show that learning disabled women are specifically targeted for abuse and exploitation^{ix}.

Other risk factors associated with VAWDASV and disability include loneliness and isolation, difficulties with naming and identifying the abuse^x. Learning disabled women in particular may often be caught in a cycle of rejection and abuse, starting at an early age, which leaves them vulnerable to further abuse and exploitation and perception of abusive behaviours as normal^{xi}.

What action(s) can you take to address the differential impact?

As part of the process of commissioning services to support victims, the issue of ensuring equitable access to services, especially information and advice and in accommodation-based support settings is of paramount importance. The services' response to the COVID-19 pandemic has enabled the provision of support in varied and creative ways including, telephone and drop-in access, webchats, virtual meetings and group work. These are inclusive to the needs of disabled survivors both those with physical disabilities (e.g. deaf survivors and survivors with mobility issues) and those with disabilities relating to their mental health and learning difficulties.

Services also work closely together to ensure referral and service pathways into other specialist support such as mental health and substance misuse services. Provision is made for current available units of accommodation-based support to be suitable for those with disabilities. Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.3 Gender Reassignment

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive]** on transgender people?

	Yes	No	N/A
Transgender People (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

There is limited research on how many transgender people experience abuse in the UK, and the best studies have small group samples. However, these figures suggest it is a significant issue. A report by the Scottish Transgender Alliance indicates that 80% of trans people had experienced emotional, sexual, or physical abuse from a partner or ex-partner^{xii}.

Abuse can be as a result of the process of 'coming out' perpetrated by partners, family members or friends. This is especially difficult where there are children involved.

What action(s) can you take to address the differential impact?

Those who have undergone, or are undergoing, gender reassignment can access the full range of preventative, protective and support services available in this region. Specialist service providers are required to have clear policies and procedures in place for managing transgender

4.C.400	Issue 1	Nov 11	Process Owner: Rachel Jones	Authorised: Rachel Jones	Page 6
---------	---------	--------	-----------------------------	--------------------------	--------

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

victims, especially in shared accommodation-based settings and in any group work – both in terms of keeping the victim safe and managing any impact on other victims. Where necessary, dispersed accommodation can be used to ensure additional safety.

Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.4. Marriage and Civil Partnership

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage		✓	
Civil Partnership		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

No impacts identified

What action(s) can you take to address the differential impact?

N/A

3.5 Pregnancy and Maternity

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	✓		
Maternity	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Pregnancy when coupled with domestic abuse or sexual violence is a form of intimate partner violence (IPV) where health risks may be amplified. Abuse during pregnancy, whether physical, sexual, verbal or emotional, produces many adverse physical and psychological effects for both the mother and foetus. It increases the risk of miscarriage, premature birth, low birth weight, foetal injury and foetal death^{xiii}. Such impacts on the mother can also affect their ability to appropriately feed, care for and form a positive attachment to the newborn baby. Domestic abuse increases during pregnancy and in the postpartum period^{xiv}.

What action(s) can you take to address the differential impact?

Cardiff has specific provision to specifically address the provision of violence against women, domestic abuse and sexual violence that is impacting on a victim's own wellbeing and on their capacity to form positive attachments and effectively parent their children. The service will support those who are, or have recently been, pregnant or have children aged 0-5 years and it works with Health Visitors through Flying Start and a variety of Families First funded services, especially the Early Help Front Door service.

Routine inquiry about women's experiences of domestic abuse is part of antenatal health support delivered by community midwives. Women welcome this approach with 94.4% reporting feeling comfortable with a midwife asking about abuse and 96.6% stating that it was appropriate for them to ask and respond to positive disclosures^{xv}. The health based IDVA can support those

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

who are pregnant and are experiencing VAWDASV both on-site in hospital settings or elsewhere in the community. Those who are pregnant are also discussed at MARAC meetings as they have a higher risk of further abuse.

Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.6 Race

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on the following groups?

	Yes	No	N/A
White	✓		
Mixed / Multiple Ethnic Groups	✓		
Asian / Asian British	✓		
Black / African / Caribbean / Black British	✓		
Other Ethnic Groups	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Black and minoritized victims are more likely to be concerned to approach the authorities because of fear or previous experiences of racism and discrimination. Those with an insecure immigration status are left even more vulnerable as perpetrators use women’s insecure immigration status to silence them^{xvi}. In 2020, the UK Government ratified the Istanbul Convention but reserved article 59, which sets out state obligations to provide protection to migrant women. As a result, migrant victims and survivors are unable to access support and protection without discrimination regardless of their immigration or refugee status. We have highlighted below some key statistics about the experiences of Black and minoritized victims:

- Black and minoritised rape victims and survivors who are most likely to be “lost at the first stage of attrition”^{xvii}
- Whilst the majority of domestic homicide victims were white (76%), the figures suggest that the proportion of Black and minoritised victims since the start of the pandemic (24% in total) is higher than the previous 15-year domestic homicides average and higher than the 2019-20 domestic homicides data by five percentage points; illustrating that Black and minoritised women were disproportionately affected.^{xviii}
- Black and minoritised girls experience racialised sexual harassment in public spaces including schools, as they are targeted with harmful gendered and racist stereotypes^{xix}.
- Black women experience higher levels of online abuse^{xx}

What action(s) can you take to address the differential impact?

The strategy identifies the need for sensitive and appropriate services for all victims but specifically for those from a BME background who may experience additional barriers that may affect their ability to seek help and support and may have additional needs.

Specialist services in the region are responsive to the individual differences presented by victims and tailor services accordingly, including providing culturally competent provision in the range of languages spoken by staff. The strategy recognises the need to improve relationships with communities that are currently underrepresented amongst those accessing services, such as the

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

Chinese, Vietnamese, Polish and Gypsy, Roma and Traveller communities as well as recently arrived communities such as refugees from Ukraine and Afghanistan.

Similarly, we recognise the need to ensure that community responses to those who cause harm and perpetrate abuse are inclusive of all forms of VAWDASV, particularly those that disproportionately affect Black and minoritised survivors.

Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.7 Religion, Belief or Non-Belief

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist	✓		
Christian	✓		
Hindu	✓		
Humanist	✓		
Jewish	✓		
Muslim	✓		
Sikh	✓		
Other	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

A victim's religious or spiritual beliefs can be central to their understanding and response to abuse. The feedback from survivors of faith to a research undertaken by the Faith and VAWG Coalition^{xxi} notes the following:

- Faith and religion can be sources of comfort for survivors of faith.
- Specialist Services, policy makers, commissioners and funders urgently need to understand the varying manifestation and use of how each or a mix of culture, religious tradition and holy scripture can be used as tools of abuse by perpetrators.
- One of the most important obstacles facing survivors of faith is finding a safe space. Policymakers must support domestic abuse and ending VAWG services that understand the needs of survivors from faith backgrounds.
- Faith communities play a unique and vital role in the response to and elimination of domestic abuse and men's violence towards women and girls.

What action(s) can you take to address the differential impact?

All partners delivering any form of preventative, protective or supportive service are responsive to the individual differences presented by victims of any religious belief and tailor services accordingly. Where necessary, individual actions regarding religious observation can be included and facilitated through individual support plans and the provision of prayer rooms in emergency/crisis accommodation. Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.8 Sex

4.C.400	Issue 1	Nov 11	Process Owner: Rachel Jones	Authorised: Rachel Jones	Page 9
---------	---------	--------	-----------------------------	--------------------------	--------

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on men and/or women?

	Yes	No	N/A
Men	✓		
Women	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Violence against women, also known as gender-based violence, is, collectively, violent acts that are primarily or exclusively committed against women. Sometimes considered a hate crime this type of violence targets a specific group with the victim's gender as a primary motive, meaning that the acts of violence are committed against women expressly because they are women.

In March 2022, the UN Secretary-General António Guterres' stated in a video message to the Group of Friends Commission on the Status of Women event, "Role & Responsibility of Men and Boys in Eliminating Gender-Based Violence" stated that "*violence against women and girls may be the world's longest, deadliest pandemic. One in three women worldwide has directly experienced violence. Every 11 minutes, a woman is killed by a partner or family member. Often in the place where she should be safest — her own home. We cannot accept a world in which one half of humanity is at risk in the streets, in their homes or online. We must end violence against women and girls — now.*"^{xxii}

In the year ending March 2020, the Crime Survey for England and Wales^{xxiii} estimated 1.6 million women aged 16 to 74 years in England and Wales experienced domestic abuse, around 7% of the female population. The crime survey also estimated that 3% of women aged 16 to 74 years in England and Wales experienced sexual assault (including attempts) and 5% experienced stalking. These trends have remained comparable over the last 10 years. Almost half (46%) of adult female homicide victims in England and Wales (81 women) were killed in a domestic homicide. One in five women experienced abuse or harassment through social media^{xxiv} and were 27 times more likely to experience online harassment^{xxv} 90% of 18-24 women experienced some form of sexual harassment^{xxvi} and 6 in 10 female pupils experienced some form of peer-on-peer harassment^{xxvii}.

Although it is acknowledged that women are disproportionately affected by all forms of violence and abuse, men are also victims whether the abuse is perpetrated by a female or a male. The Crime Survey for England and Wales (CSEW) estimated that 5.0% of adults (6.9% women and 3.0% men) aged 16 years and over experienced domestic abuse in the year ending March 2022; this equates to an estimated 2.4 million adults (1.7 million women and 699,000 men). While the Crime Survey collects data on victims, it does not collate information on those who perpetrate crimes. Data supplied from 26 police forces showed the victim was female in 74.1% of domestic abuse-related crimes recorded by the police in the year ending March 2022. This proportion was similar for most offence categories. For domestic abuse-related sexual offences, the proportion of victims that were female was higher^{xxviii}. Hester (2009)^{xxix} identifies distinct patterns of perpetration between male and female perpetrators of domestic violence. Men were more likely to use more severe violence, fear and control that resulted in arrest whilst women were more likely to use weapons, often to protect themselves.

What action(s) can you take to address the differential impact?

All services in the region, especially the specialist commissioned services, are required to be informed by a gendered understanding of violence against women, domestic abuse and sexual violence to reflect the Violence Against Women, Domestic Abuse and Sexual Violence (Wales)

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

2015 Act.

Services offered in the region are tailored to the distinct needs of men and women and any children in their care. Since the last strategy, we have established the Cedar Project that provides a holistic service to male victims of domestic abuse and sexual violence. We will continue to pilot the project to inform formal procurement of a bespoke service.

Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.9 Sexual Orientation

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive]** on the following groups?

	Yes	No	N/A
Bisexual	✓		
Gay Men	✓		
Gay Women/Lesbians	✓		
Heterosexual/Straight	✓		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

LGBT survivors experience similar types of domestic abuse and other forms of VAWDASV as their heterosexual peers but report additional vulnerabilities and intersecting risk factors such as past experiences of discrimination and abuse, relating both to their sexual orientation and gender identity as well as other aspects of their identity or needs.^{xxx} LGBT+ victims/survivors are unlikely to access help and support. Current studies estimate that 60% to 80% of LGBT+ victims/survivors have never reported incidents to the police or attempted to find advice or protection from services.^{xxxii}

A consultation^{xxxiii} of over 1,000 LGBT people in the UK through about their experiences of sexual violence found that:

- The vast majority (76%) of LGBT+ survivors surveyed indicated that their most significant experience of sexual violence was perpetrated by a man/men.
- Most (54%) of the LGBT+ survivors surveyed reported that the orientation of the perpetrator of their most impactful sexual violence experience was heterosexual.
- There was some evidence of LGBT+ people experiencing sexual violence perpetrated by another LGB+ person/people (21%).
- Around 1 in 6 (15%) LGBT+ survivors surveyed reported that their most impactful experience of sexual violence was perpetrated by a woman/women.
- Many interview participants, as well as many survey respondents, described being subjected to sexual violence perpetrated by a man/men in the context of intimate relationships but also sexual assault and harassment in public or workplace settings.
- Interview participants, as well as some survey respondents, described being subjected to sexual violence perpetrated by a woman/women, often in the context of intimate relationships

1 in 4 LGBT+ respondents to a sexual violence survey experienced sexual assault intended to

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

convert or punish them for their identity^{xxxiii}. Similarly, they are more likely to experience abuse from a family member relating to their sexual or gender identity^{xxxiv} and in some instances may be forced into marriage due to their sexuality.

What action(s) can you take to address the differential impact?

The region has a specialist LGBT IDVA service operated by Victim Support. However, numbers of all victims who are LGBT remain low and there is a need to widen awareness that all available services are inclusive. Partners recognise a need to engage more with representative organisations.

Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

3.10 Welsh Language

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on Welsh Language?

	Yes	No	N/A
Welsh Language		✓	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

Victims should be able to express a language preference when contacting or working with services.

What action(s) can you take to address the differential impact?

For all those approaching services for help, the need to facilitate responses to initial enquiries in the Welsh language and to ensure that all publicity materials are bilingual, is essential. This is obligatory for all public services but the response of third sector services is proportionate, depending on the level of service being delivered.

Provision for equality and diversity will be a key criterion in ongoing performance monitoring of all partners to ensure that no groups are unduly disadvantaged or impacted.

4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

Representatives of all partners were asked to feed into strategy development workshops and in providing written updates and statistics. One-to-one meetings were undertaken with key partners in the region to ensure that the strategy was informed by relevant data and regional priorities. Partners agreed to continued use of the existing vision, aims and objectives and the layout and format of the document.

A bespoke consultation workshop was held with those with lived experiences of VAWDASV. This 'Conversation Café' was open to both men and women to feed in their specific experiences and thoughts on service delivery – this was developed into a visual representation which can be found in the strategy document.

The draft strategy was circulated widely for comments to all relevant partners, including specialist VAWDASV providers, other third sector providers, statutory partners, universities and

4.C.400	Issue 1	Nov 11	Process Owner: Rachel Jones	Authorised: Rachel Jones	Page 12
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**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

colleges, and equality organisations.

5. Summary of Actions [Listed in the Sections above]

Groups	Actions				
Age	<ul style="list-style-type: none"> ▪ We will support the Welsh Government's Blueprint work to ensure that survivors of <u>all</u> ages receive the support that they need. ▪ We will support the regional implementation of the Relationships and Sexuality Education (RSE) curriculum to promote children and young people's understanding of consent, healthy and respectful relationships. ▪ We will continue to ensure that children subject to safeguarding are given specialist support to recover from the abuse and trauma they have suffered. ▪ We will work with the Regional Safeguarding Board to implement recommendations from the Independent Inquiry into Child Sexual Abuse (IICSA) report. ▪ We will encourage more schools to embrace the whole school approach to VAWDASV. ▪ We will ensure children and young people continue to have access to age-appropriate specialist support. 				
Disability	We will seek to understand the distinct needs and barriers to support that disabled survivors experience in order to improve access.				
Gender Reassignment	We will continue to ensure that specialist service providers have clear policies and procedures in place for managing transgender victims, especially in shared accommodation-based settings and in any group work – both in terms of keeping the victim safe and managing any impact.				
Marriage & Civil Partnership	n/a				
Pregnancy & Maternity	We will continue to ensure that all pregnant women are asked about domestic abuse as part of routine enquiry and that Independent Domestic Violence Advocates support those who are pregnant and are experiencing VAWDASV both on-site in hospital settings or elsewhere in the community.				
Race	We will gather data and experiences of BME communities to better understand their needs in order to continue to provide sensitive and appropriate services for all survivors.				
Religion/Belief	We will continue to ensure that all partners delivering any form of preventative, protective or supportive service are responsive to the individual differences presented by victims of any religious belief and tailor services accordingly through individual support plans and the provision of prayer rooms in emergency/crisis accommodation.				
Sex	We will continue to deliver services that are informed by a gendered understanding of VAWDASV to reflect the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act.				
Sexual Orientation	We will continue to acknowledge and understand the effects of sexual orientation on the abuse experienced by LGBTQ+ survivors.				
Welsh Language	We will continue to ensure that response to initial enquiries is offered in the Welsh language and ensure that all publicity materials regarding services are bilingual.				
Generic Over-Arching	We will take forward the actions identified in the supplementary Implementation Plan, specific commitments have been detailed above.				
4.C.400	Issue 1	Nov 11	Process Owner: Rachel Jones	Authorised: Rachel Jones	Page 13

**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

[applicable to all the above groups]	
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6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Natalie Southgate	Date:
Designation: Partnerships Delivery Manager	12/4/23
Approved By: Jane Thomas	
Designation: Director, Adults, Housing and Communities	
Service Area: Adults, Housing & Communities	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

ⁱ Radford, L. et al. (2011). Child Abuse and Neglect in the United Kingdom Today. London: National Society for the Prevention of Cruelty to Children.

ⁱⁱ McNeish, D. and Scott, S. (2018) Key messages from research on intra-familial child sexual abuse. Essex: CSACentre.

ⁱⁱⁱ Welsh Government (2022) Violence against women, domestic abuse and sexual violence: strategy 2022 to 2026

^{iv} Older People's Commissioner for Wales Refresh on the 'violence against women, domestic abuse and sexual violence' National Strategy 2022-26 - [OPCW VAWDSAV Response 220128 final.pdf \(olderpeople.wales\)](#) (accessed 5th April 2023)

^v Safe Lives (2016) *Safe Later Lives: Older people and domestic abuse*. [Safe Later Lives - Older people and domestic abuse.pdf \(safelives.org.uk\)](#) (accessed 5th April 2023)

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^{vii} Mónica Miriam García-Cuéllar, Guadalupe Pastor-Moreno, Isabel Ruiz-Pérez & Jesús Henares-Montiel (2023) The prevalence of intimate partner violence against women with disabilities: a systematic review of the literature, *Disability and Rehabilitation*, 45:1, 1-8, DOI: 10.1080/09638288.2022.2025927

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^{xi} Pestka K and Wendt S (2014) Belonging: women living with intellectual disabilities and experiences of domestic violence. *Disability & Society*, 29, 7, 1031-1045

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4.C.400	Issue 1	Nov 11	Process Owner: Rachel Jones	Authorised: Rachel Jones	Page 14
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**APPENDIX 3
CARDIFF COUNCIL**

**Equality Impact Assessment
Corporate Assessment Template**

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APPENDIX 4

Child Rights Impact Assessment – VAWDASV Strategy 2023-28

Stage 1 CRIA

1. What is the strategy/policy/programme/service?

Regional violence against women, domestic abuse and sexual violence (VAWDASV) strategy (2023-2028)

The strategy sets out how statutory and third sector partners will shape and deliver responses to all forms of VAWDASV across the region over the next five years. Its key aims are:

1. **Prepare** - improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.
2. **Pursue** – address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.
3. **Prevent** – pro-actively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this is everybody’s business.
4. **Protect** – improve the multi-agency response and support to all victims and their children regardless of risk levels and needs
5. **Support** – ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

2. What aspects will affect children and young people up to the age of 18?

Most aspects of the VAWDASV strategy has:

- **Direct impact on children and young people** where the strategy shapes responses for children and young people who are survivors of VAWDASV. This includes children who see, hear or experience the effects of domestic abuse, child survivors of sexual abuse and exploitation, child survivors of so-called honour-based abuse including female genital mutilation and forced marriage.
- **Direct impact on children and young people** where the strategy shapes responses for children and young people who use harmful behaviours in their relationships with peers and family members (parents, carers, grandparents).
- **Indirect impact on children and young people** where the strategy shapes responses to adult survivors and perpetrators of abuse who have children (either living with them or removed from them).

The strategy aligns with national and international legislation and policy drivers including:

- The Council of Europe Convention on preventing and combating violence against women and domestic violence (also known as the Istanbul Convention)
- The Violence Against Women, Domestic Abuse and Sexual Violence (Wales) 2015 Act and associated 2022-26 Welsh Government VAWDASV Strategy
- The Well-being of Future Generations (Wales) Act 2015
- The Welsh Government’s Social Services and Well-being (Wales) Act 2014

3. Who will it affect? Which groups of children and young people?

There is an anticipated positive impact on children and young people (including unborn children) whose rights for protection and support are centred in the strategy. This includes:

APPENDIX 4

Child Rights Impact Assessment – VAWDASV Strategy 2023-28

Early years aged 0-5

The strategy recognises VAWDASV as Adverse Childhood Experience (ACE) and highlights the need for action to prevent ACEs from happening in the first place and to provide strength-based and trauma-informed responses to those who have already experienced adversity.

Children and young people under 18 (and where appropriate under 25) in education

- The strategy recognises the need for developmentally appropriate Relationship and Sexuality Education to change the attitudes that underpin harmful and abusive behaviours.
- The strategy makes a commitment to encourage more schools to embrace the whole school approach to VAWDASV.
- The strategy makes a commitment to work with universities and colleges to strengthen their response to students experiencing VAWDASV.

Young people who have a precarious engagement with education

- The strategy recognises that children and young people need community-based interventions that improve their understanding of healthy relationships.
- The strategy names and acknowledges the importance of programmes such as Sexual Health Outreach Service (SHOT), the Safer Wales Inclusive Service (SWIS) and the Safeguarding from Sexual Exploitation (SAFE) project.

Children and young people subject to child protection registration

- The strategy promotes the need to reframe safeguarding responses through the further embedding of the Safe and Together model. The model prioritises the child(ren)'s wellbeing by making perpetrators of abuse visible and holding them to account and partnering with the non-abusive parent as the protective factor in the child's life.
- The strategy makes a commitment to continue to ensure that children subject to child protection registration are given specialist support to recover from the abuse and trauma they have suffered.
- The strategy makes a commitment to strengthen our safeguarding response to honour-based abuse and female genital mutilation by developing clear pathways of support.

Child survivors

The strategy makes a commitment to ensure that children and young people – survivors of abuse – continue to have access to age-appropriate specialist support.

Young people under 25 socialising in public spaces

The strategy prioritises women and girls' safety in public spaces.

APPENDIX 4

Child Rights Impact Assessment – VAWDASV Strategy 2023-28

Stage 2 CRIA		
4. Which UNCRC Articles are relevant to the strategy/policy/service/programme?		
Article 1 – Definition of a child		
Civil Rights and Freedoms		
Article	Definition	Strategy Section
Civil Rights and Freedoms		
<i>Article 2 – non-discrimination</i>	through the recognition of children’s intersectional needs	Prepare & Support
<i>Article 30 – children from minority or indigenous groups</i>		
<i>Article 12 – respect for the views of the child</i>	the strategy is developed with input from children and young people	Prepare
<i>Article 17 Access to information</i>	educational and campaigning material and information about service provision available and accessible to children and young people	Prevention & Support
Violence against children		
<i>Article 6 – life, survival and development</i>	The strategy integrates regional safeguarding responses to ensure that children are protected from violence, survive and thrive. It reports to the regional safeguarding board.	Protect & Support
<i>Article 19 Protection from Violence</i>	Perpetrators of abuse are held to account and provided with opportunities to change behaviours.	Pursue
<i>Article 34 – sexual exploitation</i> <i>Article 35 – abduction, sale and trafficking</i>	the strategy acknowledges children and young people’s vulnerability to exploitation and places expectations for multi-agency responses to safeguard children and young people	Protect
Disability, basic health and welfare		
<i>Article 15 – freedom of association</i>	through children’s groups and play activities delivered by specialist VAWDASV services	Support
<i>Article 18 – Responsibility of parents</i>	non- abusive parents are provided with physical and emotional safety so that they are able to raise their children. Interventions for those using harmful behaviours and perpetrate abuse focus on parents’ accountability and impact of their behaviour on their children.	Pursue & Support
<i>Article 23 – Children with Disabilities</i>	Support for children is delivered in a bespoke way acknowledging their unique difficulties relating to their disabilities and the relevant impact of VAWDASV on their lives. Intersectionality is acknowledged throughout the strategy.	Support & Prepare

APPENDIX 4

Child Rights Impact Assessment – VAWDASV Strategy 2023-28

<i>Article 26 – Every child has the right to social and economic health</i>	Families and young people are supported to access appropriate housing and financial resources.	Support
<i>Article 27 – adequate standard of living</i>	Through a pathway of housing provision tailored around individuals' needs and advocacy support.	
<i>Article 39 – recovery from trauma</i>	a range of age-appropriate, child-led and trauma-informed services are provided to children and young people including access to therapeutic interventions.	Support
Education and development		
<i>Article 28 – right to education</i>	Safeguarding is at the heart of education delivery.	Prevention, Protect

5. What is the likely/actual impact? Is it Positive, Negative or Neutral?

If a negative impact is assessed for any area of rights or any group of children and young people, you must list and recommend options to modify the proposal or mitigate the impact.

There is a likely positive impact on children and young people and their rights. The strategy was developed with a vision of ensuring that people who live, work, study and visit Cardiff and the Vale of Glamorgan – including children and young people – have the opportunity to live positive, independent lives without being affected by violence and abuse.

The strategy will have an impact on all children and young people living in the region through the development of universal responses and interventions such as the relationships and sexuality education (RSE) curriculum and campaigns in universities and colleges.

The Domestic Abuse Act 2021 identifies children as being direct victims in their own right and this is reflected in the strategy. Specific aspects of the strategy are designed to target those at risk of impact of Adverse Childhood Experiences, most notably domestic abuse and child sexual abuse. In acknowledgement of the intersectional needs of minoritized groups, the strategy makes commitment to engaging with minoritized communities in order to be responsive to their needs, including upskilling the workforce.

6. How will the strategy/policy/service/programme deliver, support and promote children's rights?

We will work with our Child Friendly City colleagues to identify engagement opportunities to promote the strategy and its delivery programme. We will continue to use every opportunity to promote healthy and safe relationships and ensure that we safeguard children and young people at all times.

Stage 3 CRIA

7. How do you know? What is your evidence?

Data recording and analysis from service delivery and through contract/performance monitoring enables the understanding of the prevalence and nature of VAWDASV in the region and impact on children and young people. For example, we routinely collect data relating to safeguarding, including Operation Encompass referrals, that is specific to VAWDASV. Further insights are gained through consultation with children and young

APPENDIX 4

Child Rights Impact Assessment – VAWDASV Strategy 2023-28

people ensuring that the voices of marginalised groups, including young people with protected characteristics are also included within this.

The data is monitored by the Regional VAWDASV Executive Group that identifies any concerns and gaps in the populations reached.

8. Have you sourced and included the views and experiences of children and young people?

Careful consideration as to the timing of any such engagement must be of paramount importance. Children and young people subject to VAWDASV are experiencing trauma and a range of emotional difficulties, often through being displaced from support networks. Capturing the lived experience of victims/survivors is identified as a priority in the strategy. Children and young people will be specifically targeted during the implementation of the strategy but this can only be undertaken with the full support of service providers.

9. How do you plan to review the strategy/policy/service/programme to ensure it does respect, protect and fulfil children's rights?

The strategy and the CRIA are living documents and will be subject of ongoing and regular scrutiny from partners, providers and survivors. We will update the document as new issues are identified and appropriate action is required.

Suggested list of contents for a published CRIA

- **Description of the strategy/policy/service or programme**
- **Scope of the CRIA, identifying the children and young people affected, and summarising the evidence base for the assessment, including results from stakeholder consultation**
- **What you know about children and young people's views and experiences that are relevant to the proposal**
- **A list of UNCRC rights relevant to the proposal**
- **Your assessment of the impact of the proposal on children's rights**
- **Outline of the monitoring and review process for the implementation of the strategy/policy or delivery of the service/programme**

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Council Motion – Cardiff as a City for CEDAW

The following commitments have been incorporated into the revised regional Violence against Women, Domestic Abuse and Sexual Violence Strategy 2023-2028:

Commitments:	Strategy Content:
To provide advice and information through the community Hubs and Libraries across Cardiff to help women and girls to access all benefits to which they are entitled, including a booklet of rights	The Council already has a blueprint for these activities through its network of Hubs and libraries. This will be delivered in tandem with the Council's Child Friendly City team. (Strategy page 45).
To create a programme of activities, informed by women and girls, to empower and engage women and girls, including a 'Rights Fest', 'Equalities Champions' and social impactful projects in Cardiff.	
To ensure there are more Safe Spaces throughout Cardiff, involving women and girls in their creation.	The Council will work with partners leading the Safe Places and Safe Spaces schemes to increase provision, including Council Hubs and libraries and local businesses (Strategy page 56).
To deliver a strong VAWDASV strategy and outcomes to increase the safety of all women and girls in Cardiff.	Included in the Strategy in the Executive Summary (page 5), Policy and Legislative Context (page 15) and throughout the document as identified.
To ensure the Cardiff VAWDASV strategy reflects CEDAW and provides clear ambition and deliverables towards ending all forms of violence against women and girls	
To live by example: to continue to place accountability for abuse on those who cause harm, by challenging and changing the culture of sexism and misogyny, through activities and interventions that address harmful behaviours and promote the elimination of discrimination against women to people of all genders.	The Strategy includes a chapter on holding perpetrators to account – Pursue (pages 32-37). Early intervention for those who have the potential to cause harm is also addressed in the Strategy (page 42). In addition, the Council continues to promote the White Ribbon campaign to encourage men and boys to take a lead on ending violence against women (page 46).

The following are/will be addressed through many existing commitments e.g. the Equality Act, our Strategic Equality Plan, our Workforce Strategy, modern slavery commitment and will be taken forward by the Council's Corporate Resources Directorate as part of the Corporate Plan 2023-26 – "Adopt the principles of the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) by October 2023":

Commitments:
To review our programme of equalities/inclusion training to ensure the principles of CEDAW are highlighted and mainstreamed in and delivered through such training for Council staff and officers, including front-line staff.
To put in place measures that ensure the Council's workforce is measurably more representative and inclusive of the communities we serve. This includes strengthening and celebrating the work of our equalities network.

To ensure the principles of CEDAW are embedded in all decision-making, with equality impact assessments brought to scrutiny committees, thus fulfilling the public sector duty on gender.

To call on the Cabinet to bring forward to embed gender-sensitive urban planning in planning policy and urban design as part of the forthcoming Replacement Local Development Plan.

To call on the Cabinet to bring forward a report with concrete timetabled proposals to achieve the issues raised in this motion.

It's in our hands

Cardiff and Vale of Glamorgan

Violence against Women, Domestic Abuse and Sexual Violence Strategy

2023-2028

DRAFT VERSION FOR REVIEW

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



National Context



STRONGER
FAIRER
GREENER



Duty

Violence Against Women, Domestic Abuse and Sexual Violence Act 2015



Welsh Government requirement

Regional partnership working



Strategic direction

First national strategy (2016-2021)

Revised national strategy (2022-2026)

Priorities: Prevent, Protect, Support



Action planning

Still being developed through a Blueprint approach via workstreams



Local Authority Duties



STRONGER
FAIRER
GREENER



- Local authorities and Local Health Boards must jointly prepare a local strategy
- Must also specify objectives, timescale for achievement and actions (there is always a separate action plan)
- Must consult such persons as consider appropriate
- Must review and publish the strategy no later than one year after each subsequent ordinary election (therefore May 2023)

Page 131



#GweithioDrosGaerdydd
#GweithioDrosochChi

#WorkingForCardiff
#WorkingForYou

Vision and Aims



**STRONGER
FAIRER
GREENER**



Vision:

People who live, work, study in and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

Aim 1 - PREPARE

Improve strategic planning and commissioning of VAWDASV services through a more coordinated partnership approach across the region.

Aim 3- PREVENT

Proactively address negative attitudes and behaviours that have the potential to result in VAWDASV, recognising this as everyone's business.

Aim 5 - SUPPORT

Ensure that innovative, flexible and evidence-based services are available to meet the needs of victims experiencing any form of VAWDASV.

Aim 2 - PURSUE

Address perpetrators of VAWDASV by improving intelligence sharing across services and the use of legal powers to disrupt and convict.

Aim 4 - PROTECT

Improve the multi-agency response and support to all victims and their children regardless of risk level and needs.



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Alignment to national strategy



STRONGER
FAIRER
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Page 133



Principles:

- A comprehensive understanding of VAWDASV
- Tackling male violence
- An equalities approach
- Survivor's voice
- Trauma-informed
- Collaborative working and co-production



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#GweithioDrosochChi

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#WorkingForYou

Successes of Previous Strategy



**STRONGER
FAIRER
GREENER**



New One Stop Shop in Cardiff

Commissioned Specialist Provision



**Implemented
the National
Training
Framework**

**Established Universities & Colleges
VAWDASV Steering Group**



**Successfully reaccredited
for White Ribbon**

Responded to the Covid-19 Pandemic



- Increased refuge
- Blended delivery
- Extended Health-based IDVAs

**Undertaken direct work with schools –
training/publicity, IRIES, Op. Encompass**

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**Implemented IRIS
across GP surgeries**

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Page 134

**Assisted with development of
Workplace Policies for VAWADSV**



**Implemented suite of
perpetrator provision**



Engagement



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Partners

- Event 13/7 – successes, gaps, issues
- Agreed vision/aims
- Follow up 1-1 meetings for specialist content



Survivors

- Event 22/11
- AM session for women
- PM session for men
- Feedback included throughout the strategy

We need you - we want to understand your experiences of violence against women, domestic abuse and sexual violence

Conversation Cafe

Our vision is that people who live, work, study in and visit Cardiff and the Vale of Glamorgan have the opportunity to live positive, independent lives without being affected by violence and abuse.

Tuesday 22nd November 2022
9.30 am - 1.00 pm

Grange Pavilion,
Grange Gardens,
Cardiff, CF11 7LJ

This informal event will help you to contribute to the development of the revised Cardiff & Vale of Glamorgan regional VAWDASV Strategy. Lunch and refreshments will be provided and a supervised play corner for younger children will also be available. Transport can also be arranged.

Drop-in or stay throughout

If you are interested, speak to your IDVA/ISVA/IPA



Consultees



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List of Consultees

Cardiff Council:

All Ward Members

Adults and Children's Services

Housing & Communities

Education and Lifelong Learning

HR People Services

Vale of Glamorgan Council

Cardiff and Value University Health Board

South Wales Police

Police and Crime Commissioner for South Wales

National VAWADSV Advisers / Welsh Government

Equality organisations:

- Tai Pawb
- Diverse Cymru
- Race Council Cymru
- Cardiff Gypsy & Traveller Project
- Mankind
- Older People's Commissioner
- Children's Commissioner
- Children in Wales

Universities/Colleges:

- Cardiff and Vale College
- Cardiff University
- University of South Wales
- St David's catholic Sixth Form College
- Cardiff Metropolitan University
- Royal Welsh College of Music and Drama
- St John's College
- Atlantic College

Third Sector organisations:

- Cardiff Women's Aid
- Atal Y Fro
- Bawso
- New Pathways
- Victim Support
- Llamau
- Safer Wales
- Welsh Women's Aid
- Safe Lives
- The Survivors' Trust
- Safer Merthyr Tydfil
- Hafan Cymru
- Barnardo's
- Church Army
- The Wallich
- Cardiff YMCA
- Salvation Army
- Cardiff Mind
- Gwalia
- Plattform
- C3SC
- Solas Cymru
- GVS

Other Statutory Organisations:

- Probation Service
- South Wales Fire & Rescue Service
- Cardiff & Vale NHS Trust
- Velindre NHS Trust
- Welsh Ambulance Services NHS Trust
- Dyfodol
- British Transport Police
- HM Court Service
- Sexual Assault Referral Centre

Registered Social Landlords:

- Cadwyn Housing Association
- Cardiff Community Housing Association
- Hendre Limited
- Pobl Group
- Linc-Cymru Housing Association
- Taff Housing Association
- United Welsh Housing Association
- Wales and West Housing Association
- Newydd Housing Association



Commitments



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Introduction

We will:

- Assist the Welsh Government to implement the actions arising from the Blueprint approach and workstreams

Page 137

Ensure this strategy aligns with relevant policy and related action plans as these are reviewed and renewed

- Develop and implement a CEDAW City action plan:

CEDAW MOTION RESOLUTIONS:	
Resolutions:	Strategy Content:
To provide advice and information through the community Hubs and Libraries across Cardiff to help women and girls to access all benefits to which they are entitled, including a booklet of rights	These activities will be delivered in tandem with the Council's Child Friendly City team.
To create a programme of activities, informed by women and girls, to empower and engage women and girls, including a 'Rights Fest', 'Equalities Champions' and social impactful projects in Cardiff.	
To ensure there are more Safe Spaces throughout Cardiff, involving women and girls in their creation.	The Council will work with partners leading the Safe Places and Safe Spaces schemes to increase provision, including Council Hubs and Libraries
To deliver a strong VAWDASV strategy and outcomes to increase the safety of all women and girls in Cardiff.	Included in the Strategy in the Executive Summary, Policy and Legislative Context and throughout the document as identified.
To ensure the Cardiff VAWDASV strategy reflects CEDAW and provides clear ambition and deliverables towards ending all forms of violence against women and girls	
To live by example: to continue to place accountability for abuse on those who cause harm, by challenging and changing the culture of sexism and misogyny, through activities and interventions that address harmful behaviours and promote the elimination of discrimination against women to people of all genders.	The Strategy includes a whole chapter on holding perpetrators to account. Early intervention for those who have the potential to cause harm is also addressed in the Strategy . In addition, the Council continues to promote the White Ribbon campaign to encourage men and boys to take a lead on ending violence against women.

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Commitments (Prepare)



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We will:

- Work with partners across the region to continually improve data collection and analysis
- Ensure the lived experiences of survivors informs ongoing service development and delivery
- Continue to learn from experts

Page 138

WHAT MATTERS TO YOU?

CONVERSATION CAFE

1. PURSUE

2. PREVENT

3. PROTECT

4. SUPPORT

OUR VISION

OUR VISION IS THAT PEOPLE WHO LIVE, WORK, STUDY IN & VISIT CARDIFF & THE VALLE OF GLAMORGAN HAVE THE OPPORTUNITY TO LIVE POSITIVE, INDEPENDENT LIVES WITHOUT BEING AFFECTED BY VIOLENCE AND ABUSE.

Commitments (Prepare)



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Page 139

'We Will' in Prepare chapter (data)

Currently, the demographics of survivors accessing services does not reflect the region's demographics with the 25-34 age group over-represented in services and those over 65 underrepresented.

We will support the Welsh Government's Blueprint work to ensure that survivors of all ages receive the support that they need.

Older People

LGBTQ+ survivors experiences of VAWDASV both differ due to their identity (e.g. their identity is used to abuse them) and is compounded due to their identity (e.g. experiencing abuse both in the family and in intimate relationships). Our approach in the region is to understand and respond to these additional complexities when supporting LGBTQ+ survivors.

LGBTQ+

Partners working across Cardiff and the Vale remain committed to supporting men as victims of VAWDASV, both in terms of recognising abuse when it occurs and in accessing appropriate services for support.

Men

We will continue to pilot the Cedar Project for male victims to inform formal procurement of a bespoke service

We recognise that we need to do better to build trust with communities that are currently underrepresented amongst those accessing services, such as the Chinese, Vietnamese, Polish and Gypsy, Roma and Traveller communities as well as recently arrived communities such as refugees from Ukraine and Afghanistan.

Black & minoritised

'We Will' in Support chapter

Disability

The Crime Survey for England and Wales showed that amongst adults aged 16 to 74 in the year ending March 2020, disabled people were more than twice as likely to have been victims of domestic abuse, stalking or rape than people without a disability and yet they are often invisible to services in the region.

We will seek to understand the distinct needs and barriers to support that disabled survivors experience, in order to improve access.

Children & Young People

We will support the work of the Welsh Government's workstream on children and young people to understand their needs in order to ensure that service responses are appropriate.

We will support the regional implementation of the Relationships and Sexuality Education (RSE) curriculum to promote children and young people's understanding of consent, healthy and respectful relationships.

Commitments (Pursue)



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We will:

- Improve our understanding of sexual violence to develop and enhance our response
- Support partners to implement the new powers originating from legislative changes
- Raise awareness of legislative changes to encourage appropriate reporting, signposting and support

Page 140



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Commitments (Pursue)



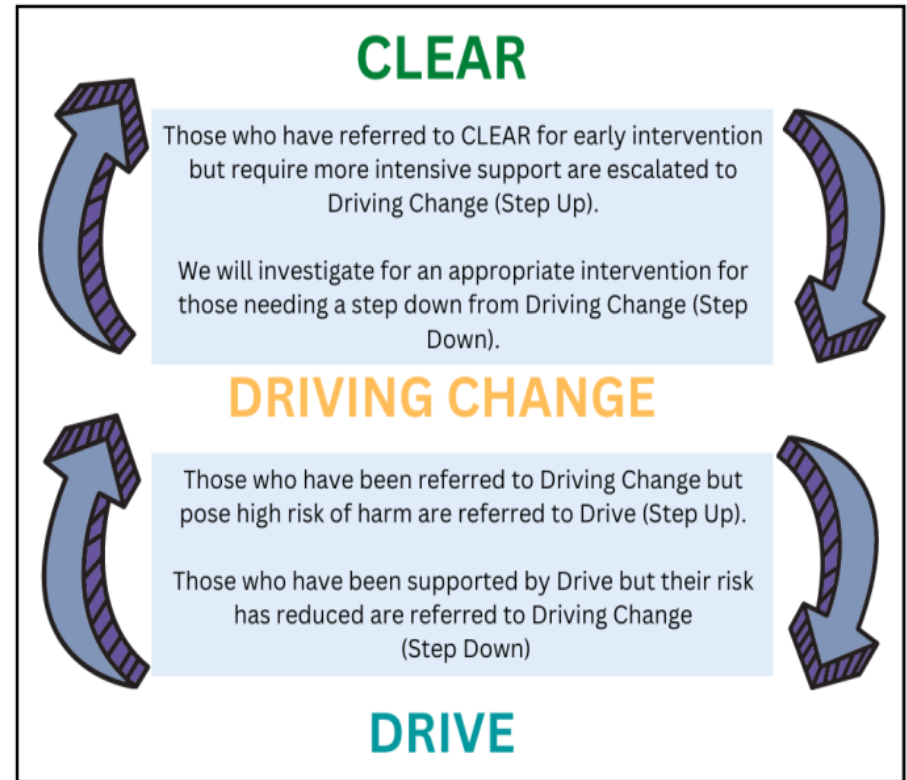
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We will:

- Continue to place accountability for abuse on those who cause harm
- Tackle perpetration by supporting the Welsh Government's relevant Blueprint workstreams
- Explore accredited and evidence-based programmes that address harmful behaviours related to all forms of VAWDASV and support efforts to secure interventions

Page 141



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Commitments (Prevent)



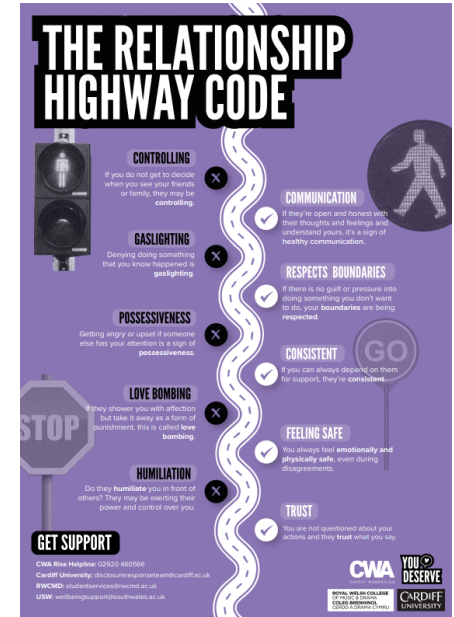
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GREENER



We will:

- Encourage more schools to embrace the whole school approach to VAWDASV
- Continue to work with universities and colleges to strengthen their response to students experiencing VAWDASV
- Use every opportunity to challenge victim-blaming attitudes and raise awareness of support services
- Continue to ensure the workforce is skilled to identify, refer and support victims and perpetrators
- Support partners to continue to reapply for the White Ribbon status

Page 142



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Commitments (Protect)



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In 2022 we commissioned SafeLives to undertake an independent review into the operation of MARACs in the region to ensure that we continue to provide the best support and protection to survivors.

Page 143

1 in 5 women in Wales had experienced sexual harassment in the workplace.[14]



1 in 5 of employed women take time off work because of domestic violence.[15]



We will:

- Implement the agreed recommendations from the review of MARACs
- Strengthen our safeguarding response to honour-based abuse and FGM by developing clear pathways of support
- Continue to ensure that children subject to safeguarding are given specialist support to recover from the abuse and trauma they have suffered
- Work with the Regional Safeguarding Board to implement recommendations from the Independent Inquiry into Child Sexual Abuse report
- Assist partners to update workplace policies to include workplace sexual harassment
- Work with the Welsh Government to implement actions arising from the Blueprint workstream
- Ensure there are more safe spaces throughout Cardiff, involving women and girls in their creation



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Layers of Responsibility



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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

15 May 2023

**ADULTS, HOUSING & COMMUNITIES QUARTER FOUR 2022/23
PERFORMANCE REPORTS**

Purpose of the Report

1. To present the Adult Social Services, and Housing & Communities, Performance Reports for the Quarter 4 period (*January - March 2023*).
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 each Cabinet Member 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 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 has four high-level **priorities** that form the basis for the Corporate Plan 2023-26, and they are:
 - **Working for Cardiff**
 - **Working for Wales**
 - **Working for the Future**
 - **Working for Public Services**

10. Each of the priorities, bullet pointed above, are also 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 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, comments 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.
- If capacity issues will be adequately addressed through the proposed measures – Committee Members were informed to address capacity issues, non-qualified staff may be assigned certain tasks however from their questioning, Committee Members felt assured that if this is deployed, there will be clear understanding among staff about what task requires qualified staff, and where tasks may be re-directed safely.
- Concern regarding measures in place to ensure staff retention, particularly in the care sector – Committee Members questioned if the service areas are looking to enlist 'Occupational Therapy Assistants' and apprenticeship courses to help lessen the pressure and demand on staff, and were pleased to note work is ongoing in deploying both initiatives.
- The notable, and continued level of sickness rates and staff vacancies – Committee Members emphasised the need for the service area to seek specific feedback from staff regarding any specific sickness related support they have received.
- Need to ensure an increase in the take-up of safeguarding related training modules to ensure corporate safeguarding issues do not arise.
- Explored how council staff will be trained on a "strengths-based approach to mental capacity", and how it aligns with the Mental Capacity Act.
- 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, national mechanism across Wales is currently in development.

Housing & Communities

- Assurance that the target to build 1,000 new council homes 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 the management of void properties - how the in-house team is being expanded with particular reference to the avenue of utilising apprenticeships.
- Given the positive results from Housing First, Members questioned why more individuals could not be offered this scheme and we were advised the issue is due to a shortage of move on accommodation however work is underway toward expanding the scheme.
- 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 November 2022 scrutiny of the performance reports 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

9 May 2023

APPENDIX A

ADULT SERVICES

PERFORMANCE REPORT

QUARTER 4 2022-23



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Contents

Page

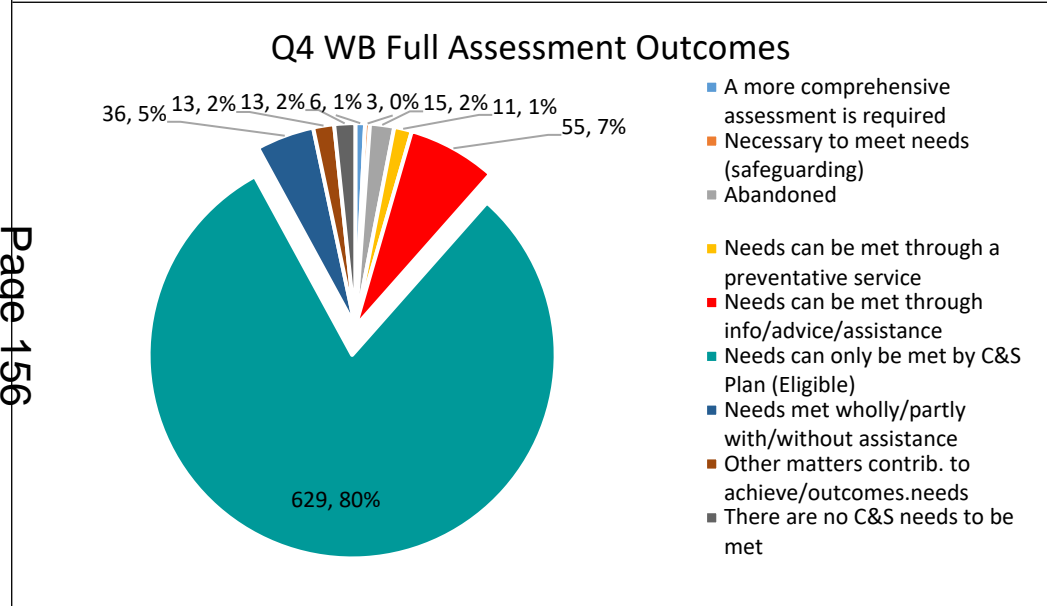
Section 1 – Information, Advice and Assistance	3
Section 2 – Assessments, Reviews & Care Plans	4 - 6
Section 3 – Reablement	7 - 9
Section 4 – Hospital Discharge	10
Section 5 – Care Provision	11 - 12
Section 6 – Quality, Complaints and Compliments	13 - 14
Section 7 – Safeguarding	15
Section 8 – Community Support	16
Section 9 – Workforce	17 - 18

Section 1 - Information, Advice and Assistance

IIA & Prevention	2022/23	2022/23	2022/23	2022/23	2022/23															
	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result															
Number incoming of calls to First Point of Contact	No Target	4244	3941	3807	3962															
KPI - The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services	75%	65%	66%	60%	60%															
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. This measure now only considers cases directly dealt with at First Point of Contact and not the FPOC Social Work Team as it did previously																				
<p>Referrals in to FPOC Q4</p> <table border="1"> <caption>Referrals in to FPOC Q4 Data</caption> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Progress to Assessment</td> <td>533</td> <td>55%</td> </tr> <tr> <td>Information (NFA)</td> <td>335</td> <td>35%</td> </tr> <tr> <td>Abandoned</td> <td>62</td> <td>6%</td> </tr> <tr> <td>Immediate Assessments</td> <td>34</td> <td>4%</td> </tr> </tbody> </table>		Category	Count	Percentage	Progress to Assessment	533	55%	Information (NFA)	335	35%	Abandoned	62	6%	Immediate Assessments	34	4%	<p>Over 900 Wellbeing Referrals were received by FPOC in Q4 which is over a third more than those received in Q1.</p> <p>The outcome of the referrals mostly to progress to an Assessment (55%) of which 60% were information advice and assistance provided by FPOC Contact Team.</p>			
Category	Count	Percentage																		
Progress to Assessment	533	55%																		
Information (NFA)	335	35%																		
Abandoned	62	6%																		
Immediate Assessments	34	4%																		
% Adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	All Wales Average 65% Cardiff Average since 2017 is 86%	88.9%	88.8%	89.8%	89.8%															
KPI - The percentage of clients who felt able to live independently in their homes following support from Independent Living Services	95%	92%	100%	100%	99%															

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

Assessment	2021/22	2022/23	2022/23	2022/23	2022/23	2022/23
	Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
Number of Well-being Assessments – Full Assessments completed	2302	667	650	690	781	2,788
Number of Well-being Assessments - Proportionate Assessments completed	2895	661	747	808	793	3,009
Caseload – Total Number of Cases Open to Adult Services	6034	5955	5962	5953	6020	6020



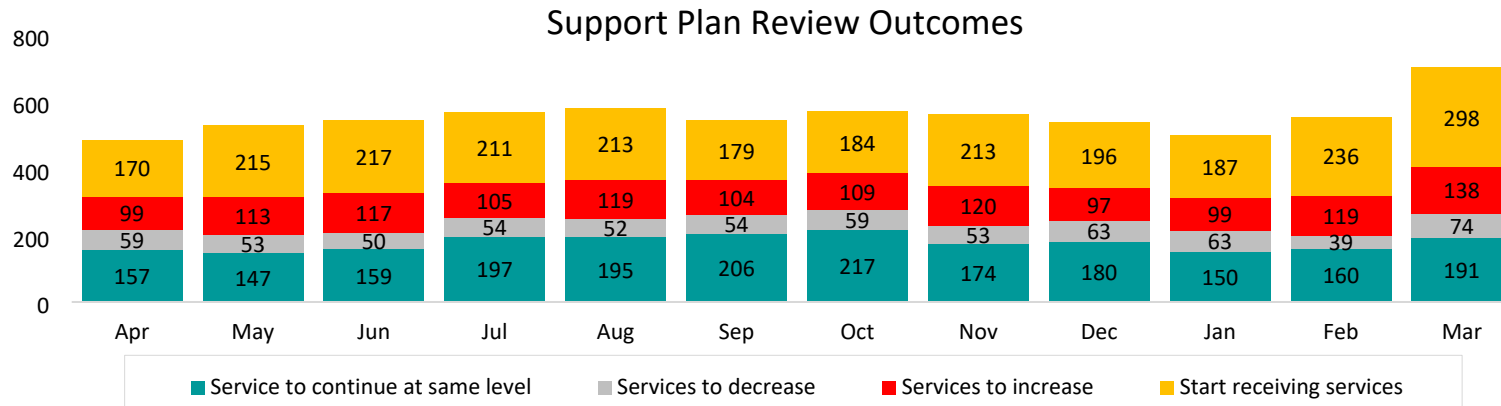
There has been an increase in assessments in Q4 from 1498 to 1574, with the increase attributed to full assessments increasing by almost 100 in the quarter. This is likely to be a result of the large increase in referrals started in Q3.

An increase in Full Assessment outcomes of “Needs can only be met by C&S Plan” in Q4, has seen an impact on the number of citizens allocated to social work teams. We have seen an increase in Issued Contracts and social worker pending lists as a result of this growth.

Carers	2021/22	2022/23	2022/23	2022/23	2022/23	2022/23
	Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result
Number of Well-being Carers Assessments completed	538	126	167	151	166	610
SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year	47.6%	26.5%	37%	41.9%	48.2%	48.2%

Unpaid carers who are known to any of the teams in Adult Services are formally asked if they wish to have an assessment from the in-house Carers team. It was noted in the previous quarter that the teams are not recording the offer as well as they should. New carers are being offered a Carers Assessment on almost 90% of occasions, this figure includes carers that have been known to us for some time.

ADULT SERVICES – PERFORMANCE REPORT Q4 2022-23



Reviews & Care Plans	2021/22	2022/23	2022/23	2022/23	2022/23	2022/23	
	Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Result	
Number of Care & Support Plan reviews completed	2672	661	584	690	896	2,831	
Q4 has seen a significant increase in the amount of Care Plan reviews completed and specifically reviews that were due in that period that were completed within target. All teams have seen a higher percentage of reviews completed on time.	Reviews Due Completion %			Q2	Q3	Q4	All Year
	Case Management & Review			65.5%	72.9%	86.2%	95.7%
	CADT			79.5%	80.0%	92.1%	97.7%
	MHSOP			47.2%	76.1%	94.3%	70.7%
	Hospitals			36.8%	72.1%	87.9%	95.9%
	LD			35.0%	46.3%	55.0%	98.7%
	Total			54.8%	70.4%	81.8%	92%

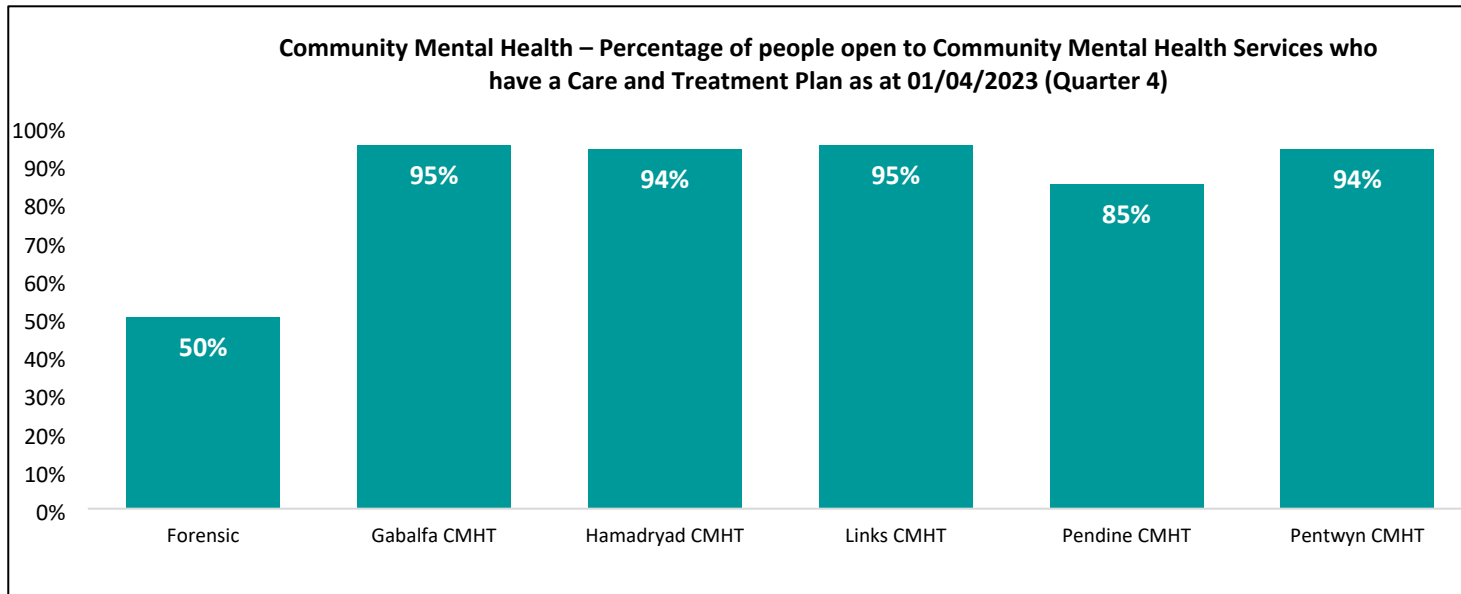
Page 157



ADULT SERVICES – PERFORMANCE REPORT Q4 2022-23

Community Mental Health	2021/22	2022/23	2022/23	2022/23	2022/23
	Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
Community Mental Health – Number of people open to Community Mental Health Services who have a Care and Treatment Plan	2593	2612	2569	2562	2556
Community Mental Health – Percentage of people open to Community Mental Health Services who have a Care and Treatment Plan	94%	91%	91%	90%	89%

Of the 2,862 people open to Community Mental Health services in Paris at end of Q4 2023, (89% 2,556) had a Care & Treatment Plan. The Forensic team will always be a lower percentage due to the people being in a secure setting (majority of referrals to this team received from Prison Medical Service).



Section 3 - Reablement

Reablement	2021/22	2022/23	2022/23	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
KPI - The number of people who accessed the Community Resource Team (CRT)	1633	Full Year Target	439	336	351	367
		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	9,027	8,373
		50,000				
		Q2 Target				
		12,500				
<p>The number of people who access the community resource team is determined by the triage process at the Integrated Discharge Hub (IDH). In Q3 the development of the new IDH facilitated discharge pathways to be redefined therefore enabling CRT Home care service to get back to its reablement core service, with people being discharged to the right support service in a timely manner. In Q4 the CRT service went live with a new Electronic Call Monitoring system which provides a more detailed, accurate and robust suite of reports, this impacted on the care hours reporting figures which we are now confidently able to monitor and report upon with confidence.</p>						
SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention	53.5%	No Target	46.12%	49.78%	52.25%	55.14%
Number of Community Resource Team (CRT) assessments undertaken following a referral	433	No Target	431	357	344	351
Percentage of CRT Home Care Assessments where outcome is - Appropriate for CRT	69%	No Target	71%	78.9%	79.65%	77.21%
CRT Discharges by outcome – Aim Achieved	38%	No Target	30%	46.12%	41.3%	42.96%

Outcome of CRT assessments undertaken following a referral Q4

Assessments	Jan-23		Feb-23		Mar-23	
	Step Down	Step Up	Step Down	Step Up	Step Down	Step Up
Home Care Delivered	63	27	64	15	73	28
Admitted to Hospital	1	0	0	1	2	0
Deceased	0	0	0	0	0	0
Decline Further Service	1	0	1	1	5	1
Discharge Cancelled	4	4	8	1	15	1
Not Appropriate for CRT	0	0	2	0	0	0
Therapies Only	5	1	9	0	9	3
Total	74	32	84	18	104	33

CRT Discharge Outcomes

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% Cases resulting in No long-term Care	59%	46%	43%	53%	52%	53%	59%	59%	50%
% Cases resulting in long-term Care	41%	54%	57%	47%	48%	47%	38%	41%	50%

Page 100

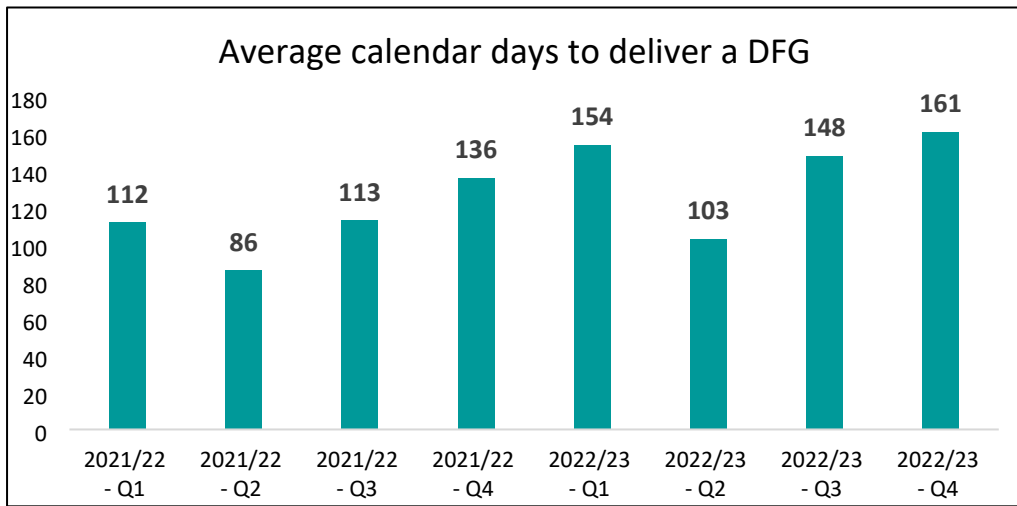
There are a number of scheduled discharges cancelled prior to the assessment taking place. This is reflective of the changing needs of the patients who are becoming medically unfit for discharge before the assessment can take place.

Those that result in therapies only or not appropriate are reviewed on a regular basis and discussed with the triaging MDT to ensure correct options are considered prior to utilising a CRT assessment.

As a reablement service it is expected that a large percentage of 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	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
KPI - The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to works complete and certified date)	136	185	154	103	148	161



An increase in the number of cases compared with previous years has been impacted by increased referrals compared to the pandemic years as well as delays in contractors obtaining materials.



Section 4 - Hospital Discharge

Hospital Discharge	2021/22	2022/23	2022/23	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 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	Data Collection Suspended	Data Collection Suspended
<p><u>Currently there is no date for resumption of the monitoring of this indicator.</u></p> <p><u>We will be adding more information and statistical analysis regarding Hospital Discharge Pathways in the coming months.</u></p>						



Section 5 – Care Provision

Care Provision – Residential Care	2021/22	2022/23	2022/23	2022/23	2022/23
	Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
Residential Care Home - New Contracts Agreed	371	63	76	56	65
Nursing Care Home - New Contracts Agreed	268	73	72	70	64
Over 75's new to Residential Care	134	27	35	12	30
Over 75's are presenting with more complex needs and are needing more different types of care than just Residential. Brokerage have also reassessed lots of residential beds lately and the outcome was to increase many of them to dementia care.					
KPI - The number of people in residential care aged 65 or over per 10,000 population	63.2	65.7	69.2	65.9	67.6
SSWB22 Average age of adults entering residential care homes	88	79	83	85	85
SSWB21 Average length of time (days) adults aged 65 or over are supported in residential care homes	956	955	885	915	902

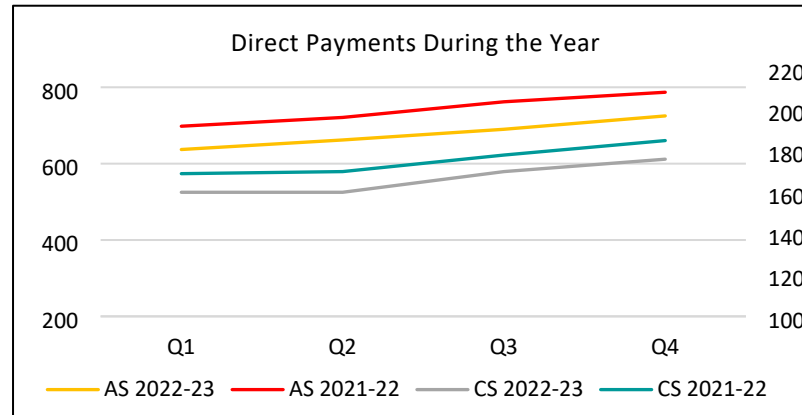
Page 163



ADULT SERVICES – PERFORMANCE REPORT Q4 2022-23

Care Provision – Domiciliary Care	2021/22	2022/23	2022/23	2022/23	2022/23
	Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
Total number of citizens in Domiciliary Care	n/a	1974	1974	2065	2136
Total hours of Domiciliary Care provided	n/a	29933.75	28874.25	30791.5	32310.5
Average Number of days between Referral and Start of Package in Domiciliary Care	17	21	14	12	14
Longest time between Referral and Start of Package in Domiciliary care (in days)	148	251	61	77	73

Direct Payments	2021/22	2022/23	2022/23	2022/23	2022/23
	Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
SCAL25a Total number of adults in need of care and support using the Direct Payments scheme	787	637	662	690	725
SCAL25a Total number of Children in need of care and support using the Direct Payments scheme	185	160	160	170	176



Section 6 – Quality, Complaints and Compliments

Quality, Complaints & Compliments

Escalating Concerns

Domiciliary		Residential/Nursing Care Homes	
Quality Assurance	3	Quality Assurance	5
Provider Performance Meetings	3	Provider Performance Meeting	3
Joint Interagency Monitoring Panel	1	Joint Interagency Monitoring Panel	1
Closure Procedure (SOSG)	1	Closure Procedure (SOSG)	3

Summary of Q4 Escalating Concern Meetings

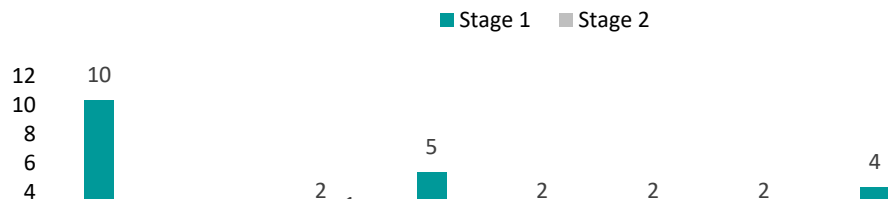
The number of providers in the Escalating Concerns process has increased from Quarter 2. The process focusses on proactively assuring quality service for adults and preventing (where possible) the need for care and support services entering into formal concerns process. The directorate will support the provider by providing clarity regarding specific statutory obligations, strengthening the approach to monitoring and ensuring consistency in delivery of care and safeguarding through the process to the stage the provider can step out of escalating concerns.

Adult Services Compliments and Complaints

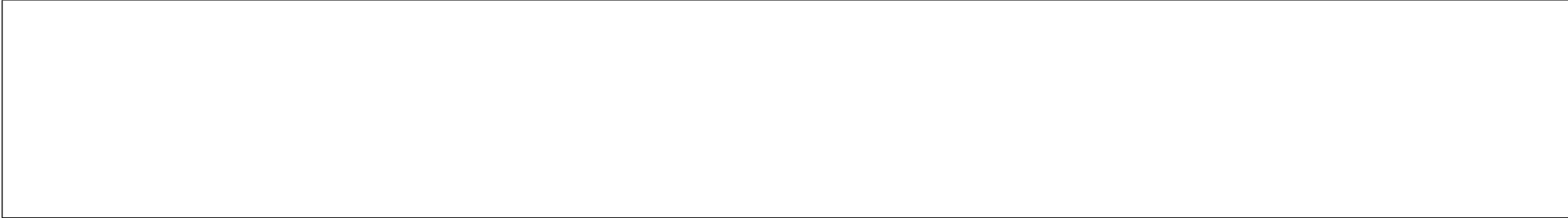
Page 165

Service Area	2021/22		Q1		Q2		Q3		Q4		Total		Total
	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2	
Adult Community Services	54		11	1	13	1	11	2	10		45	3	were 18
Mental Health	10		4		3		4		2	1	13	1	
Learning Disabilities	22	1	5		7		4		5		21		
Safeguarding	12		1		1		1		2		5		
Strategy/Performance /Resource/Finance	5		1		3		5	1	2		11	1	
Regulated Services	3		0		0		0		2		2		
ILS	5		1		4		2		4		11		
Corporate Complaints	1		0		0		0		0		0		
Total	113		24		32		30		28		114		

AS Complaints Q4



compliments recorded during Q4



Section 7 - Safeguarding

Safeguarding	2021/22	2022/23	2022/23	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result

ADULT SERVICES – PERFORMANCE REPORT Q4 2022-23

KPI - SSWB18 Percentage of adult protection enquiries completed within 7 days	99.1%	99%	98.3%	88.4%	90.9%	94.7%
Number of contacts received	423	No Target	343	311	418	624
Service demand remains high and staff shortages within the service has impacted on the completion of enquiries within 7 calendar days. To support safe and effective Safeguarding amid the pressures we have continued to focus on the duty function within the service and have introduced daily team meetings to check all referrals into the service for suitability and thresholding. This has supported effective use of time within the service.						
RES15 % of Adults, Housing & Communities council staff completing Safeguarding Awareness training.	78%	85%	88%	79.7%	78.7%	81.6%
<i>*This data does not include casual workers and Schools</i>						



Section 8 – Community Support

Community Support	2021/22	2022/23	2022/23	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result

ADULT SERVICES – PERFORMANCE REPORT Q4 2022-23

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%	93%	84%
KPI - % of council staff completing Dementia Friends Training	42.2%	85%	46.6%	50.3%	49.8%	54.4%
Some progress has been achieved this quarter – understand this module will be linked with the performance review process in the new financial year						
KPI - The number of businesses pledging their commitment to work towards becoming Dementia Friendly	16	40	4	4	7	64
Due to a change in approach (including recruitment of volunteers and regional resource) performance against the target has seen a significant upward trend.						
KPI - The Number of digital Dementia Friendly City events held (cumulative)	1035	600	525	637	729	725
The Dementia Friendly Events include both Dementia Café's and Age Friendly Events held within our Hubs and also within the wider community by partners such as Alzheimer's Society etc. These events which are promoted via the Dementia Friendly Cardiff website have increased following the Pandemic as people look to re-engage with their community.						



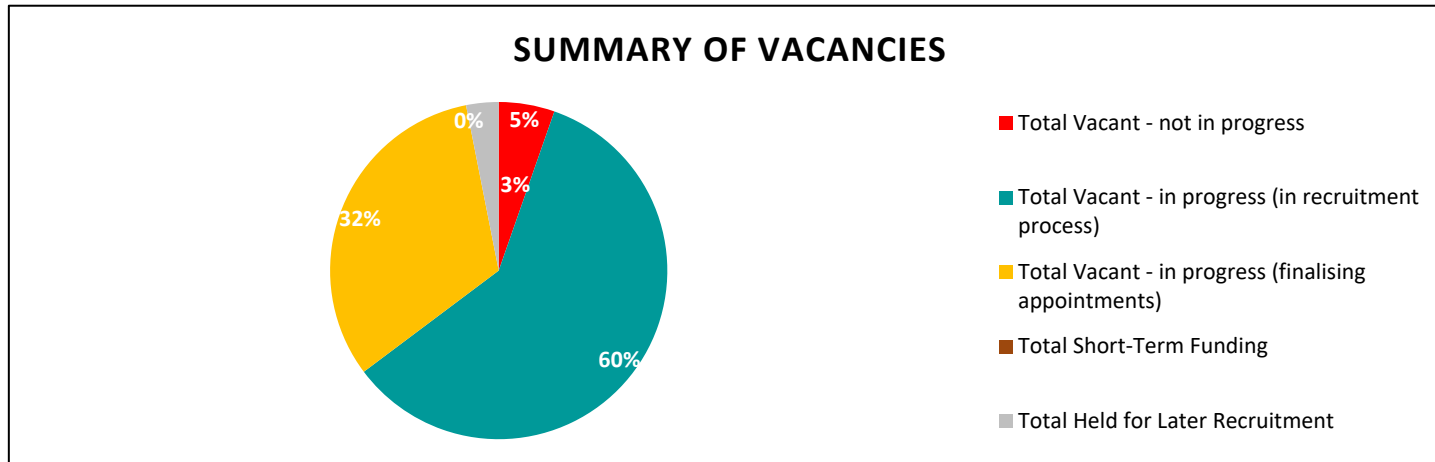
Section 9 - Workforce

	2021/22	2022/23	2022/23	2022/23	2022/23	2022/23
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ADULT SERVICES – PERFORMANCE REPORT Q4 2022-23

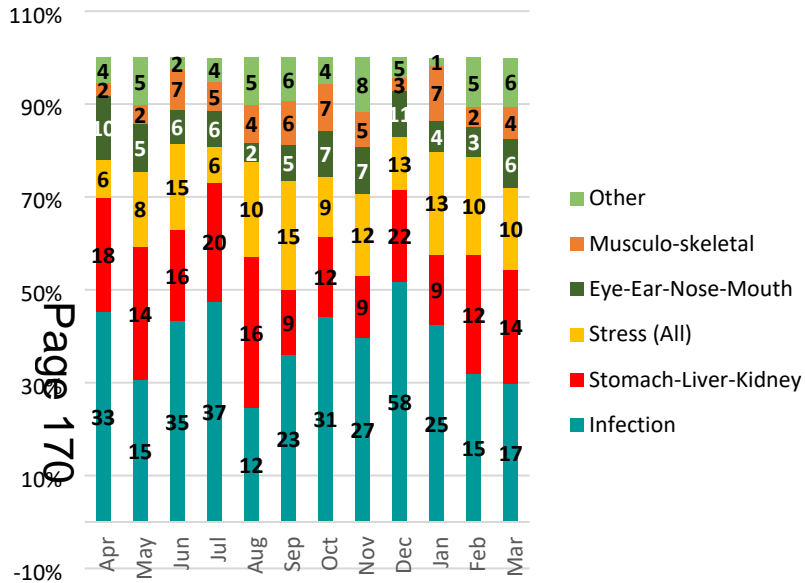
Workforce	Result	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales	2566	Increase on Previous Year	2616	2655	2,472	4,676
Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales	225	No Target	222	219	183	199
Registered Care Worker numbers have risen significantly due to the mandatory registration of adult care home workers						
% of social work vacancies out of total FTE of 137.4) *Social Worker only, not including SW Assistants and Managers	12.9%	No Target	14.42%	16.42%	14.01%	9.94%

Social Worker Vacancies Breakdown						
Service	Grade 7		Grade 8		Total	
Older Persons / Physical Disabilities Services	33.8 (5 vacancies)	14.79%	17.85 (1 vacancy)	5.6%	51.65 (6 vacancies)	11.62%
Learning Disability	20.36 (1.17 vacancies)	5.75%	8.99 (1 vacancy)	11.12%	29.35 (2.17 vacancies)	7.39%
Mental Health (including MHSOP and EDT)	16.92 (2 vacancies)	11.82%	39.65 (3.5 vacancies)	8.83%	56.57 (5.5 vacancies)	9.72%
Total	71.08 (8.17 vacancies)	11.49%	66.49 (5.5 vacancies)	8.27%	137.57 (13.67 vacancies)	9.94%



Sickness

5 Highest Sickness Reasons



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Adult Services	23.2	20.1	19.2	23.0	21.4	20.2	20.6	19.3	23.9	20.8	17.5	17.5	20.8
Target	17.0	17.0	17.0	17.0	17.0	17.0	17.0	17.0	17.0	17.0	17.0	17.0	17.0

99% of Return to Works were completed in Q4.

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

If the rate of sickness in that month was at the same level for the whole year that is what the Average FTE would have off sick. (Simply the percentage of sickness x 224 – the number of working days in a year).

Adult Services saw a decrease in the total level of sickness compared to the Q3. Infection decreased from 116 to 57 instances in Q4. Chest and Respiratory illnesses decreased from 33 to 14.





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FAIRER
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Adult Services & Independent Living

Q4 DDP Performance Report

CASSC

May 2023



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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	Q4 Update
<p>Prevent social isolation through supporting older people to stay active and connected by:</p> <p>Page 172</p> <p>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;</p> <ul style="list-style-type: none">• Offering age-friendly digital inclusion support tailored to individual need by August 2022;• 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 style="list-style-type: none">• Roll out of the Age Friendly branding has continued over the quarter. The brand is utilised on all relevant communications – newsletters, consultation exercises, community toilet promotions, event banners and Forum communications. Partners within the City have also been encouraged to utilise the brand within their own communications. The Age Friendly Cardiff Website build is underway using a framework based on Your home, Your City, Your Health, Advice and Unpaid Carers. Based on feedback that has been provided by older people in Cardiff a communications plan that aims to deliver a balance of digital and paper-based channels of communication has been implemented. Paper resources e.g. newsletters (Health and Wellbeing News, Age Friendly Cardiff Newsletter, Care’Diff), posters) are being produced. Distribution networks have also been established including GP surgeries, Care Homes and Community Hubs. Digital channels are also being exploited fully including partner websites and through partner networks.• Following the successful Western Power grant, the intergenerational project continues to be delivered across Care Homes. Young People engaging with into work services primarily through Bright Start and MILES, provide one to one digital training to older people within the care home setting. Young People undertake a brief training programme including level 2 customer service skills. The project aims to dispel preconceptions within both age groups and build respect and intergenerational connection.

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	Q4 Update
<p data-bbox="71 625 945 718">Prevent social isolation through supporting older people to stay active and connected by:</p> <ul data-bbox="71 778 970 921" style="list-style-type: none"><li data-bbox="71 778 970 921">• Encouraging volunteering to support older people and carers through a dedicated volunteer co-ordinator by March 2023;	<p data-bbox="1014 501 2461 694">The Volunteer website continues to be maintained with new opportunities regularly being added. Hits on the website are consistently at a good level. The new website now allows us to pin posts / opportunities, allowing the most up to date and relevant opportunities to be promoted first.</p> <p data-bbox="1014 753 2461 946">Recruitment of volunteers has been challenging; however, 18 people have shown an expression of interest in wanting to volunteer for the Dementia Friendly Ambassador opportunity, resulting in 5 active volunteers and 6 volunteers who are going through the recruitment stage currently.</p> <p data-bbox="1014 1006 2461 1150">Due to a delay related to Shared Prosperity Funding and the subsequent impact on recruitment processes, the community-based volunteering programme directed at older people will be carried over to Quarter 1 2023/24.</p>

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)	Q4 Update (1 of 2)
<p data-bbox="71 586 122 768">Page 174</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="71 782 973 982">• 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 1039 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 625 2451 925" style="list-style-type: none"><li data-bbox="1014 625 2451 925">• Successful re-alignment of activity programmes within the Care Hubs has been achieved. Programme structure is now focused on person centric activities as well as ensuring an emphasis on community integration is achieved. This will form the basis for the roll out of “Hubs for All” pilot. Pilot locations have been identified and equipment is currently being sourced. Recruitment of peripatetic team is 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 (2 of 2)	Q4 Update (2 of 2)
<p data-bbox="76 654 122 839">Page 175</p> <ul data-bbox="71 382 968 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="165 635 879 878" 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 735 2318 928" style="list-style-type: none">• Following the successful launch of the Maelfa Health and Wellbeing Hub meetings are being set up to feedback on the learning from the project.• Lessons learnt will be fed into the Ely & Caerau development.

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	Q4 Update
<p>Prevent social isolation through supporting older people to stay active and connected by:</p> <ul style="list-style-type: none"> 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; Relaunching the Dementia Friendly City campaign, recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly by December 2022. 	<ul style="list-style-type: none"> Best case examples have been uploaded to Age Friendly World showcasing Cardiff’s progress as an Age Friendly City. These include projects related to digital inclusion, dementia community support programmes, improving neighbourhoods and the Health and Wellbeing Support Service. Participation has taken place with the UK Age Friendly Network which has facilitated a broader understanding of Age Friendly developments and highlighted new areas of focus. Decision has been made to reschedule the Dementia Friendly City Awards Ceremony to Quarter 3 2023/24 in order for businesses and volunteers to build on successful dementia actions.

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	Q4 Update
<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 review of First Point of Contact (FPOC) is to be carried forward into 23/24, due to the additional focus required in hospitals, supporting winter pressures and expanding the Trusted Assessor model. • “Step up” care provides community interventions to avoid people going into crisis and potential hospital admissions. We are currently reviewing how we manage “step up” into the Community Resource Team to avoid any duplication of cases. This can confusion, and a number of cases can moved between services which can cause delays. The “step up” pathways have been mapped with a focus on who refers, and for reason. From this we will be able to determine how best to manage all “step ups” in the most efficient and effective way for both citizen and the referrer. The review to date has identified the need to go back to the partnership to ensure we align with the larger intermediate care @home vision. • A review of the Carers Assessment Team and its working partnership with Independent Living Services (ILS) Visiting Team and FPOC will carried forward into Q1 2023/24 • In Q1, 2023/23, we will also review our current model of residential and domiciliary care assessments to see how they best align with the key drivers for ILS.

Page 177

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	Q4 Update
<p data-bbox="53 585 114 771">Page 178</p> <p data-bbox="53 485 917 628">Help older people to stay independent at home, embedding strengths-based and preventative services by:</p> <ul data-bbox="53 685 955 1085" style="list-style-type: none"><li data-bbox="53 685 955 828">• Modernising homecare services to provide both a full reablement service and short-term emergency care by November 2022;<li data-bbox="53 885 955 1085">• Working with health partners to bring forward plans for a rapid response 24/7 service to prevent unnecessary hospital admissions by March 2023.	<ul data-bbox="1006 556 2471 1013" style="list-style-type: none"><li data-bbox="1006 556 2471 656">• Electronic Call Management went live successfully on 30th January without any major incidents reported.<li data-bbox="1006 714 2471 1013">• Community Occupational Therapists (OT) are supporting with home care assessments. This has identified an opportunity to incorporate the end-to-end reablement approach without the need for input from CRT health therapists. The benefits of this are to be evaluated in Quarter1 23/24 with a view to only request health input when required, as opposed to having blanket approval, therefore, improving OT efficiency and alignment.

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	Q4 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"> Locality working has been put on hold as concentration was required on Hospital Discharge and winter pressures. The building at St Isan sustained substantial damage and could not be used for a pilot. This action will be taken forward into 2023/24.

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	Q4 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">Independent Living Services now form part of MDT's covering South West, North, South East and East Cardiff with a visiting officer attending all MDT's within these clusters.Discussions also commenced in Q4 to join West GP cluster with attendance set to commence in Q1 23/24.

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

Corporate Plan Commitment

Commitment	Q4 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"> Work commenced in Q4 and is ongoing to evaluate the Integrated Discharge Hub (IDH), specifically around triage and Discharge to Reassess (D2RA). This has been slightly delayed due to awaiting the appointment of the new IDH Manager. Several sessions have taken place to review the triage process and a project manager has been assigned to work with the IDH Manager to streamline the process. A review has commenced covering all aspects of social work in the hospital setting. A comprehensive set of data has been created that includes, triage, outcomes and pathways and social work breakdown of allocations and assessments. Since data collection commenced on 13/1/2023, the number of people who have gone through D2RA to 31/3/2023 is 51. Of those people 38 have had their package of care "right-sized". The average time from triage to D2RA is 72 Hours. This by default, reduces the length of stay by a minimum of 13 days. This is equated to the time it would generically take to allocate a social worker.

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

Corporate Plan Commitment

Commitment	Q4 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"> We have undertaken two partnership reviews of the IDH triage process. We are now putting in place further improvements that will enhance the triage and outcome. We are currently undertaking a deep dive into the social work process, end to end in the hospital setting. The new IDH manager has been recruited on a permanent basis and the IDH / Pink Army and social work team now collectively work as one to improve service delivery, patient experience and flow.

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

Corporate Plan Commitment

Commitment	Q4 Update
<p data-bbox="63 656 114 835">Page 183</p> <p data-bbox="63 357 802 449">Improve the use of technology, aids and adaptations to support independence by:</p> <ul data-bbox="63 506 955 1056" style="list-style-type: none"><li data-bbox="63 506 955 649">• Developing a cutting-edge Cardiff Tech Strategy and introducing a ‘tech finder tool’ for staff and citizens alike by March 2023;<li data-bbox="63 706 955 806">• Developing proposals for an Independent Living Well-being Centre by September 2022;<li data-bbox="63 863 955 1056">• 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="1006 357 2458 1156" style="list-style-type: none"><li data-bbox="1006 357 2458 606">• Due to recruitment delays, the TEC specialist started in late January. During the remainder of Q4 the TEC specialist has completed their induction, necessary training and spent time shadowing teams across the directorate. The Occupational Therapy (OT) service have commenced piloting use of the TEC top up offer and will be using this as a springboard to spread and scale over 2023/24.<li data-bbox="1006 606 2458 749">• Proposals for the development of the Wellbeing Centre are under development with a number of options based on the available capital, a report is being prepared for Cabinet.<li data-bbox="1006 749 2458 1156">• Implementation of removing the means test on adaptations has gone very well. To date only one service user has chosen to take the previous financial assessment route. Given all of the options, grant applicants are choosing the discretionary process knowing that it takes less time to administer.<ul data-bbox="1095 963 2458 1156" style="list-style-type: none"><li data-bbox="1095 963 2458 1006">➤ Average waiting time for DFG Approval in Mar 2020 = 19 Weeks<li data-bbox="1095 1006 2458 1156">➤ Average waiting time for Approval in Mar 2023 = 12 Weeks (data has not been compared to any of the Pandemic years due to restriction imposed on delivery of the services).

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

Corporate Plan Commitment

Commitment	Q4 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"> • Bute Street – Joint Construction Tribunal (JTC) Contract with J G Hale for the delivery of Bute Street entered into and dated 17th March 2023 – Contractor currently discharging pre-commencement conditions and Sustainable Drainage Approval Body (SAB) approval, following which a physical start on-site will occur. • Moorland Road – currently identifying a suitable temporary location for the Community Facility, it is to be decided if Moorland Road will be included within the ‘second’ partnership for delivery it taken out to market as a separate project. • Michaelston College - Submit for Pre-Application Consultation in May 2023 with full planning expected to be submitted by August 2023. Subject to planning, commence works on site in late summer 2024. Rated Amber for planning timelines as we have yet to receive a cost plan.

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

Corporate Plan Commitment

Commitment	Q4 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.	<ul style="list-style-type: none">• Review of Older Persons accommodation allocated through the waiting list is complete and new arrangements implemented.• Future use of Community Living Schemes and care commissioning will form part of a wider review of all Specialist Accommodation taken forward through the Ageing Well Programme/Older Persons & Specialist Accommodation Boards.• This includes community living, extra care and respite accommodation, alongside a review of the Rehousing Solutions service to include the development of a gateway to specialist housing.• Proposals have been drawn up for the use of Addison House which will open in November 2023 and recruitment of staff will commence in September 2023.

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

Commitment	Q4 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"> Welsh Government have made available capital funding to provide grants to support care providers to enhance the dementia friendly physical environment of homes or extend good quality dementia provision that is already offered. An outline proposal for the use of the funding has been developed and shared with Welsh Government and it was agreed that a full business case should be completed. This is currently in development. Appointment made to the new market Management and Engagement Manager post. This post will play a key role in the re-shaping the market agenda. Post holder commenced work on 28th March. The milestone has been rated as amber as the capital funding has not yet been approved but indications are that it will be agreed when business case is finalised and submitted in Quarter 1 2023/24.

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

Corporate Plan Commitment

Commitment	Q4 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">• The Micro-Enterprise project in partnership with Community Catalysts CIC has been officially launched. Funding was secured from the Shared Prosperity Fund. A Project Manager has been appointed who is currently writing a scoping report outlining what Cardiff does well, and what Cardiff needs for the Micro-Enterprise project to thrive.• The Catalyst, who will be responsible for recruiting, training & mentoring Micro-Enterprises has also been appointed, and is due to start in Q1 of 2023/24.• Dedicated local recruitment events for Personal Assistant roles are to be carried forward to Quarter 1 2023/24, and will form part of the Employer Liaison’s scheduled recruitment events across the city. Events will be carried out in collaboration with Community Catalysts and Cardiff Cares Academy.

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

Corporate Plan Commitment

Commitment	Q4 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">• IPC have been commissioned to undertake a desk top review of other Local Authorities Quality Assurance frameworks to consider what works well. They are also producing a dementia good practice audit tool to use as a basis for Quality Assurance visits to care homes.• A Project Group has been set up to oversee the remaining work on the development of a Quality Assurance framework, including engagement with providers.• It is expected that this work will continue in Quarters 1 & 2 of 2023/24.

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

Commitment	Q4 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"> Care Academy processes are flowing well, which has reflected in a good influx of referrals each week that transfer to project enrolments. Customers attend a group session to hear about Cardiff Cares Academy (CCA), complete enrolment forms, and begin formal process; such as EWC registration, DBS checks, Cardiff Works registration, and completing a CV. 1:1 Mentoring then follows on from this to ensure personal action plans around training, upskilling, and receiving financial barrier fund support are carried out. A Recruitment Officer within the team ensures DBS applications are submitted and paid for by CCA to remove the financial barrier of upfront costs when becoming a Care Worker. The Employer Liaison contact within the team has set up weekly interviews with Care Providers for job ready candidates. This has ensured a steady flow has been maintained throughout the year of people entering Q4 employment directly as a result of being supported by CCA. A full review has taken place to ensure CCA procedures are fully working going into the 2023/24 financial year. The review highlighted a need for pre-screening. The new procedure now has a “1-day pre-screening session” where suitability for Care Work is checked before candidates complete the Adult Learning Care Work training package. The review also highlighted issues with candidates not receiving their ‘All Wales Manual Handling Passport Training’ in a timely manner. CCA has explored new ways to complete this training, with two training providers now supporting CCA to ensure there is weekly ‘All Wales Manual Handling Passport Training’ available to candidates. The Training Providers delivering this training also use this opportunity to offer roles to candidates within their Care Companies.

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

Commitment	Q4 Update
<p>Support and value the work of unpaid carers by:</p> <p>Page 190</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"> • The unpaid carers action plan has now been finalised and governance put into place including a board under the Ageing Well strategic framework. • Care’Diff newsletter has been launched providing information around training, support groups, finance and services. The newsletter is available digitally and in an A5 booklet format which has been made available across GP surgeries and Community Hubs. • Social media channels have been launched and will also be providing tailored information to unpaid carers through original content and sharing partners information and advice. • Language has been specifically tailored through consultation with Carers Wales to target not only those that have already identified as unpaid carers, but those who don’t. Work is ongoing to help with self identification and the recently published ONS data on unpaid carers will inform this work. • The caring for carers consultation concluded on the 31st January. 656 responses were received. Almost all (98.3%) respondents to the survey were responding as a carer for a friend or relative. Work has taken place with Cardiff Research Centre to finalise the report. Initial insights include a sitting service being the most utilised assistance accessed by unpaid carers to support them to take a break. The report will be used to inform the ongoing work to shape and improve services directed at unpaid carers.

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

Commitment	Q4 Update
<p>Support people with dementia to stay at home wherever appropriate by:</p> <p>Page 191 Reviewing best practice in supporting people with dementia to live in the community by September 2022;</p> <ul style="list-style-type: none"> • 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"> • The team are actively continuing with the good practice model, supporting Care Homes when issues may arise with mitigation, and supporting the commissioning and contracts team when concerns are escalated and case managers are required to liaise with the homes, individuals and their families. • In line with the rest of the development of services, the Dementia and Care Quality Team are defining their pathways in order to have a set of documented procedures which clearly define how and when the team operate.

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	Q4 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"> Welsh Government have made an announcement delaying implementation of the Liberty Protection Safeguard (LPS) legislation during the parliament (so until at least January 2025). The regional project group continue to collate all tender documents to secure the future advocacy services. There has been a slight delay, The Officer Decision Report and tender documents will be completed by the end of April 2023 to seek authorisation to secure the future services. The organisation of a schedule of recruitment events for Personal Assistant Roles is to be carried forward to Quarter 1 2023/24 and will form part of the Employer Liaison’s scheduled recruitment events across the city. Events to be carried out in collaboration with Community Catalysts and Cardiff Cares Academy.

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	Q4 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"> • Locality working has been put on hold as concentration was required on Hospital Discharge and winter pressures, plus the impact of an incident at St Isan. • Independent Living Services now form part of MDT's covering South West, North, South East and East Cardiff with a visiting officer attending all MDT's within these clusters. Discussions also commenced in Quarter 4 to join West GP cluster with attendance set to commence in Quarter 1 2023/24.

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	Q4 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"> Sanctuary provider has been appointed via a commissioning process. Currently in the “cooling off” period. No start date for service and no venue for the service to operate out of confirmed. 101 Service has gone live (Soft Launch on 1st March 2023). Some issues to date that are being worked through but operating 24/7. There will be no official public launch until all health boards in Wales have this service in place operating 24/7. Health and Wellbeing Mentors continue to work with individuals with low level mental health issues and signpost them to activities that promote their wellbeing. Throughout the winter months there has been significant appetite for exercise-based activities delivered through and via the community Hubs. This has also included walking, litter picking, sports (including walking sports), Lift sessions, Dance and Tai Chi. Supporting people to make social connections and deliver positive impacts on their mental wellbeing continues to be a key driver for the community hub service. Attendance at these sessions has been at very healthy levels throughout the winter months. Customer feedback has provided an insight into the improvements that can be achieved in mental wellbeing by bringing people together. A review of the supported accommodation project has taken place and any gaps in service have been identified. Individuals who are identified as suitable for general housing are discussed via regular meetings of the Supported Accommodation Project Board.

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)	Q4 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 Day Service have undertaken assessments and started work with young people leaving school in July 23. Staff were identified in budget setting. • Staff attend Ty Gwyn Coffee morning regularly to enable parents to discuss supported living. The Project Support Officer will consider how to widen this offer out to other schools. • Staff also attend transition and autism information days locally to offer information. • A new supported living event will be planned now the Project Manager is in place. • There has been a delay in the Project Support Officer start date due to employment processes. They started March 23, have been inducted and have started working on the website project (collating relevant information which will be considered with partners). The project will be taken forward in 2023/24.

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)	Q4 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"> • The overnight respite project is ongoing – new processes regarding referrals and monitoring have been developed and this is improving capacity. We are now focusing on gathering data and updating the specification to ensure the service is fit for purpose going forward/ assist with capital bids. • Regular meetings and ongoing work with Housing colleagues is continuing to identify potential opportunities to purchase or develop. The council has a number of exciting core and cluster developments which will be completed 2025 onwards.

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	Q4 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"> • The feedback on the autism training modules is constantly good. However, it does need to be a mandatory module if compliance is to increase. • The Training and Development Team Manager is actively promoting to social care staff, but this requires a coordinated approach across the Council as engagement with the training is mainly attributed to social care take up. • We continue to follow the Autism Training Framework. The recent Training Needs Analysis undertaken for Adult Services teams did not raise any further need in respect of 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	Q4 Update
<p>Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including:</p> <ul style="list-style-type: none"> • Promoting health screenings; • Undertaking activities to prevent falls; • Promoting the take-up of vaccinations. 	<ul style="list-style-type: none"> • The Bowel Cancer Screening Project working with Cancer Research UK, Public Health Wales, The Welsh Interpretation and Translation Service (WITS) and the Council’s Film Unit has been achieved. Bowel Cancer Screening information videos have been translated into Urdu, Arabic, Somali and Bengali. • The videos have been made available on GP Screens within the South of the City, within Community Hubs on the new digital screens that are being installed. • Community Health Connect You Tube channels have also been set up to host the videos. Promotional materials outlining the project include QR codes to support easy access for customers to the language of their choice. The videos have also been made available to Public Health Wales who will also be making them available on the PHW website. Cancer Research UK have also been facilitated to access and utilise the videos within the UK.

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	Q4 Update
<p>Page 109</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">• Comments on the draft strategy have been received and amendments made. The document has been updated with an executive summary and the implementation plan is being finalised. The papers for Cabinet will be submitted as required (deferred until May Cabinet meeting).

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	Q4 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">• Discussions are ongoing to resolve the issues surrounding the existing RISE accommodation pathway.• The wider review of refuge includes consideration of provision for those with complex needs where funding has been received to purchase and refurbish a suitable property.

Page 20

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	Q4 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 • Undertake a review of Adult Safeguarding 	<ul style="list-style-type: none"> • The corporate safeguarding self-assessment was completed for the Adult Housing and Communities Directorate and submitted on time to the board for inclusion in the Local Authority status report. • Annual learning has been catalogued throughout the year with opportunities for learning from practice identified. An Annual Report for the service will be presented to the Adult Services Management Team in the first quarter of 2023/2024 year alongside a summary of the review of the service (internal) with performance objectives identified for the year ahead.

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	Q4 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"> • Welsh Government have made an announcement delaying implementation of the Liberty Protection Safeguard (LPS) legislation during the parliament (so until at least January 2025). • We are continuing to roll out Mental Capacity Awareness training across our workforce in preparation which includes: <ul style="list-style-type: none"> ➤ Strength-based approach to Assessing Capacity ➤ Best Interests Decisions ➤ Least Restrictive Practice ➤ Deprivation of Liberty • The training is now available in an eLearning format. Engagement with this module has been very positive with 222 people engaging with the module since it was added to the system in September 2022.

Page 20

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	Q4 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">• There has been a delay in the implementation of the EDT Restructure, however Union consultation has now been completed.• Staff consultation is due to take place on 19/04/23.

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

Commitment	Q4 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"> • Preparatory work has taken place to review the Local Authority Toilet Strategy which is due in May. Focus will take place on improvements in signage, promotion, new facilities and re-launch of the community toilet scheme. • Further closomat toilets have been purchased and will be rolled out to community Hub locations in the new financial year. • Scope of the strategy is likely to be broken down into key asset types. • Initial discussions have been held with the Council Sustainability Team who have access to external expertise. Collaboration will ensure consistency of reporting and thus link into the Corporate One Planet Cardiff agenda.

Page 24
 2024

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

Commitment	Q4 Update
<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">• Due to low participation in the cost of care exercise a new Fee Setting Strategy could not be put in place.• Instead, it was agreed via the Budget Strategy decision-making process that the 2019 – 23 strategy would be extended for a further period so that further work can be undertaken in 23/24.• The work that was undertaken on the cost of care exercise was considered as part of the fee uplift proposals for 23/24.

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

Commitment	Q4 Update
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 106</p> <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"> • Meetings are planned to review information held in last year’s Complaints and Compliments annual report and planning has started to ensure this is delivered in a more timely manner. • Draft report is to be finalised by end of Q1 2023/24. • The Training Needs Analysis has been completed for Adult Services which takes into account feedback from Quality Assurance processes and lessons learned from complaints. This will inform the development of the training calendar for 2023/24.

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

Commitment	Q4 Update
<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">• Take up of exit interviews has not been good but those that have been undertaken have been analysed and a report will be presented to ASMT early in Quarter 1 2023/24.• Work has begun on refreshing the Social Worker Cardiff website to improve Adult Services presence and a Social Worker recruitment film has been produced to support recruitment activity and the job adverts have been reviewed and work undertaken to refresh and improve them. Positive feedback has been received from attendees at job fairs regarding Cardiff Adult Services presence and the recruitment materials available to prospective candidates.• Work has been undertaken to develop the workforce strategy for 2023/24

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

Commitment	Q4 Update
<p>Page 29 208</p> <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">• Consultation on the changes to the Emergency Duty Team (EDT) and Internal Supported Living (ISL) both commenced during the quarter.• Proposals for the wider management review are being finalised and will be brought forward during Quarter 1 2023/24

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

Commitment	Q4 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"> • Multi-agency meetings continue on a monthly basis due to concerns regarding winter pressures and the impact of Covid and Flu on care homes. The frequency of meetings will be reviewed again in Quarter1 23/24. • New arrangements are in place for the daily sitrep monitoring that recognises there is no longer a need to routinely provider multi-agency meetings where there is a covid incident in a care home – but close liaison continue to be in place between the Local Authority , UHB, Shared Regulatory Services (SRS) and Public Health Wales when incidents occur – with SRS updating the Local Authority regarding any concerns about how the incident is being managed by the care provider. • The pandemic mitigations in homelessness accommodation have been stopped. However, some positive joint work practises have remained. The Homelessness Partnership group, which has continued and evolved in line current work priorities. • A risk register is used in each partnership and individual contract meeting to collect and escalate when appropriate concerns. It is also used to identify and share good practise.

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HOUSING & COMMUNITIES

PERFORMANCE REPORT

QUARTER 4 2022-23



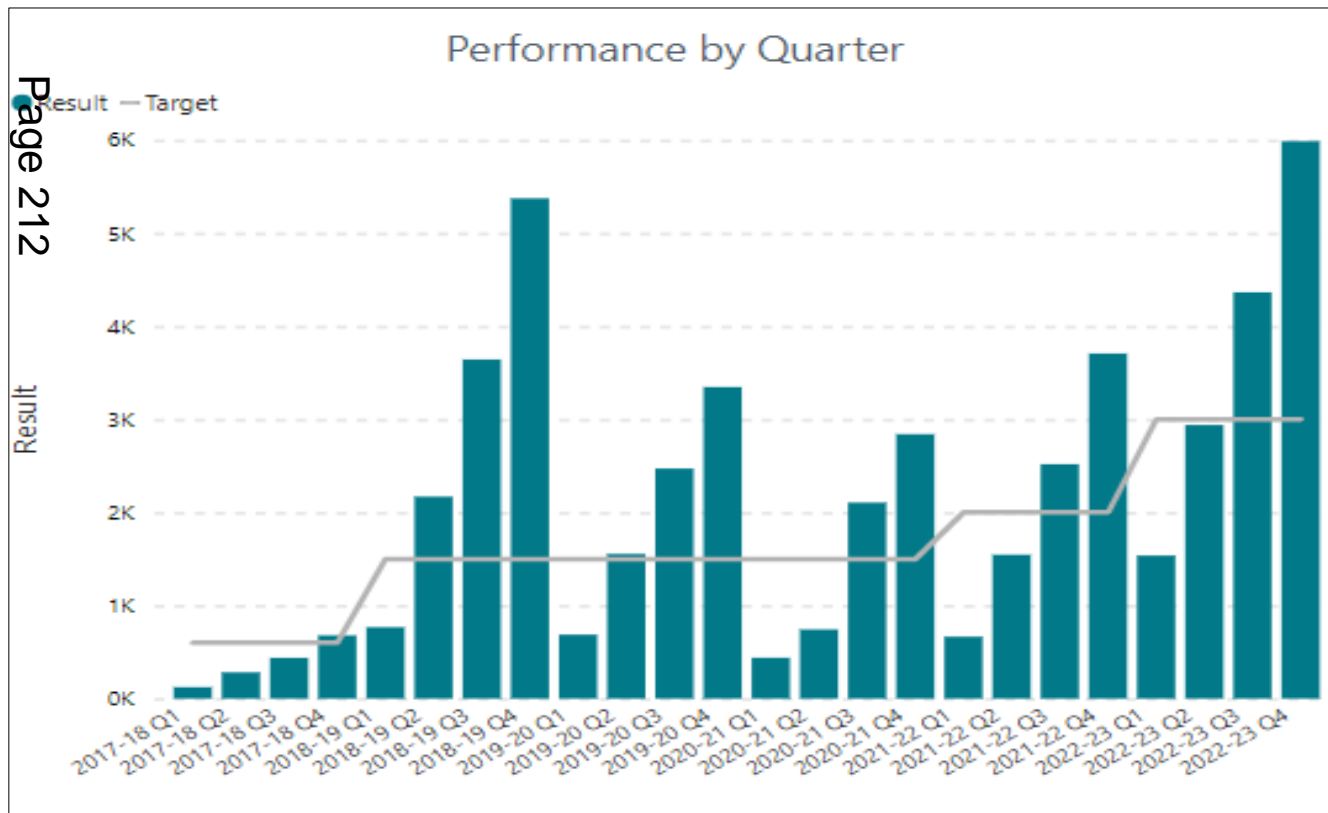
#GweithioDrosGaerdydd
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#WorkingForCardiff
#WorkingForYou

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	Q3 Result	Q4 Result	2022/23 Result
The number of customers supported and assisted with Universal Credit financial support	2,841	3,708	3,000	1,537	1,403	1,426	1,623	5,989

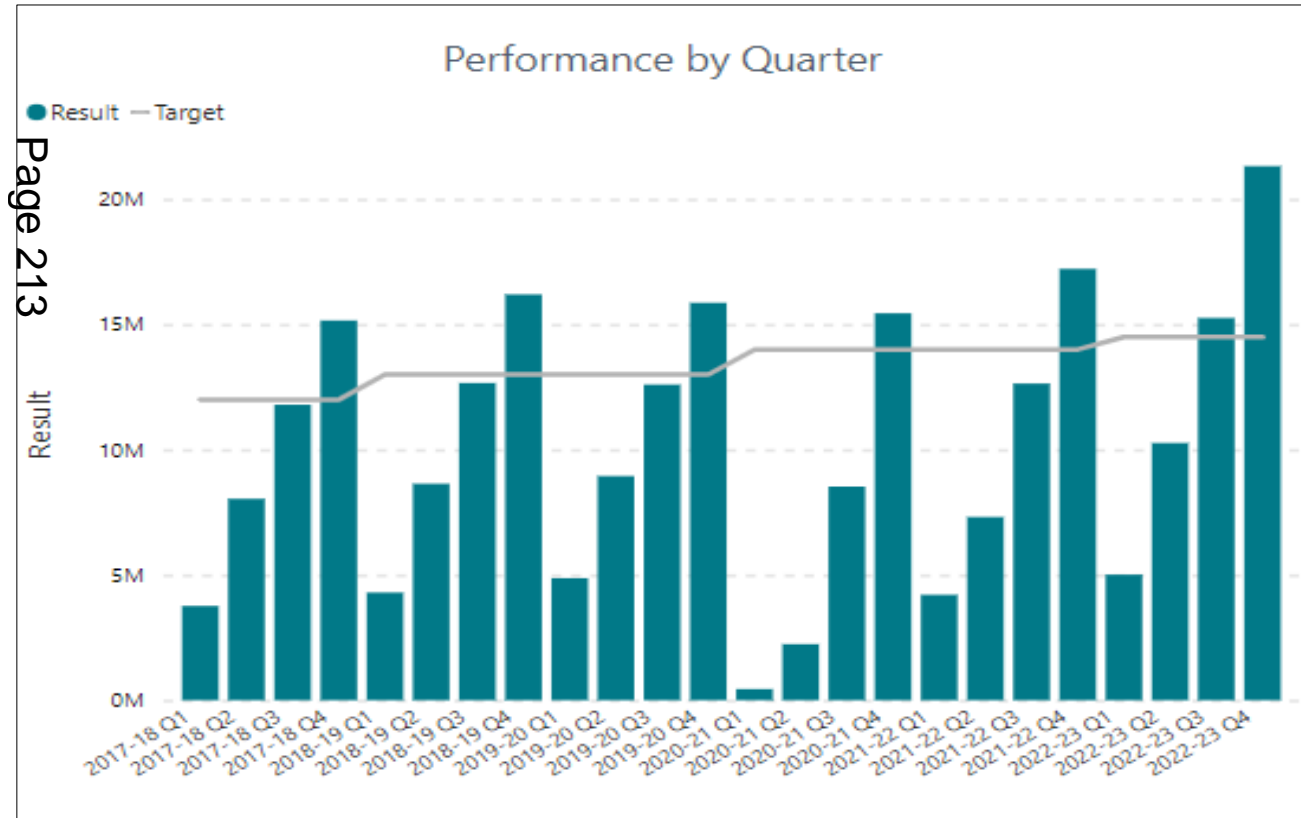


Target achieved in 2022/23. 2,281 more customers were supported in 2022/23 than in 2021/22.



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 Result	Q3 Result	Q4 Result	2022/23 Result
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	£4,991,771	£6,060,603	£21,320,362



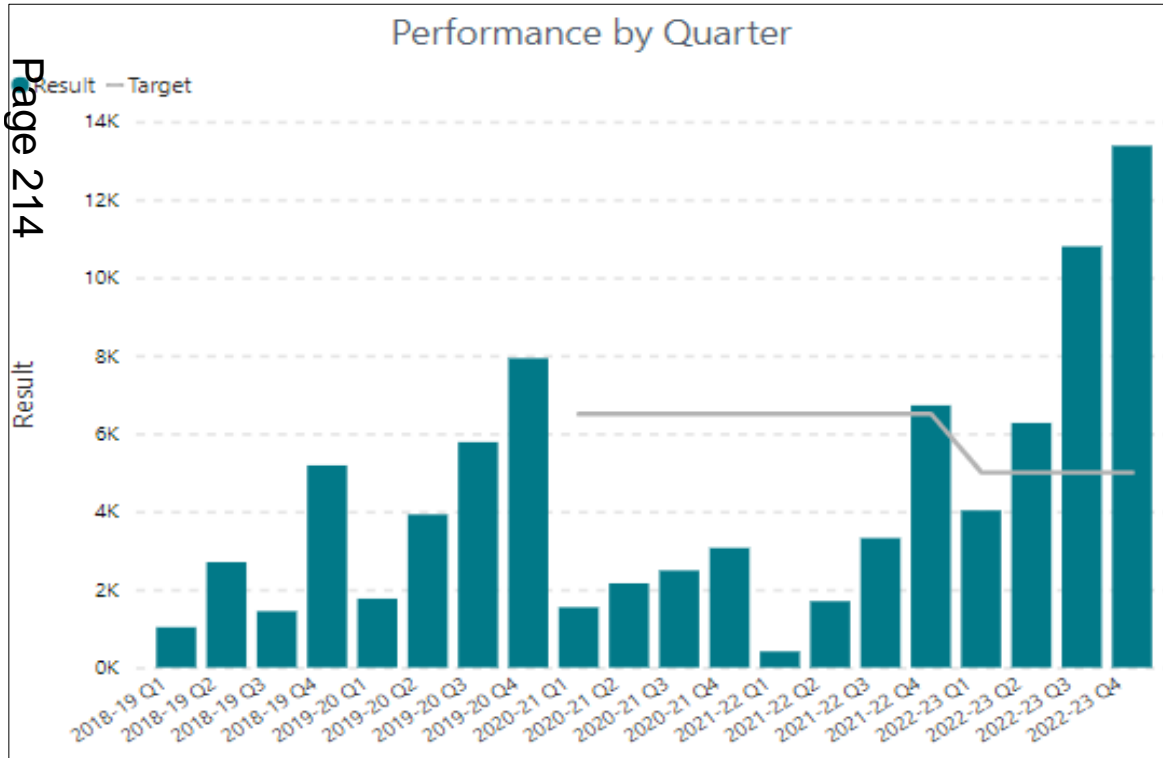
Target achieved in 2022/23. An additional £4,099,896 in weekly benefit was identified in 2022/23 compared to 2021/22.



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	Q3 Result	Q4 Result	2022/23 Result
The number of hours given volunteering within the Advice & Benefits Service	3,066	6,500	5,000	4,028	2,244	4,527	2,582	13,381



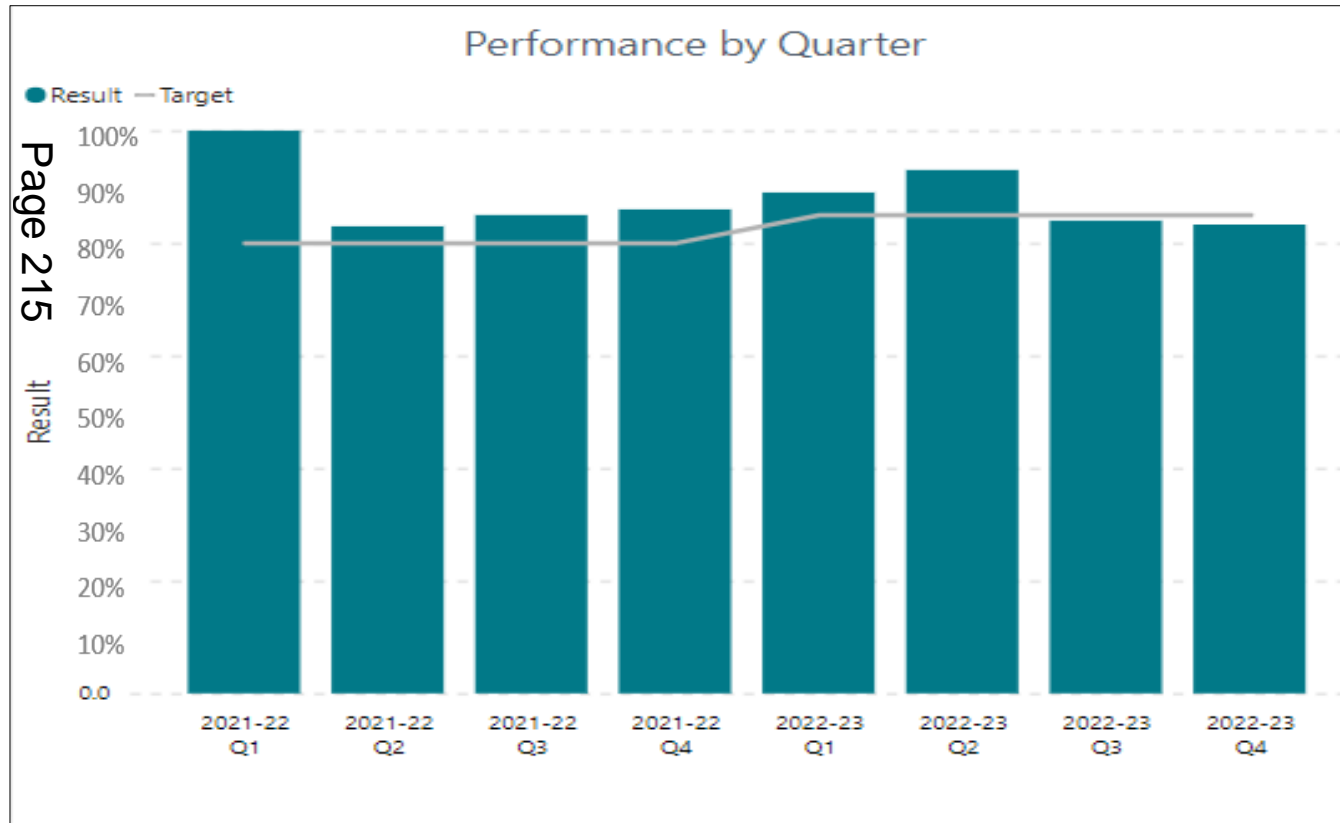
Target achieved in 2022/23. The amount of hours given volunteering within the Advice and Benefit service has doubled since 2021/22 with 13,381 hours compared to 6,500 in 2021/22.



Wellbeing Objective: Supporting People Out of Poverty

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

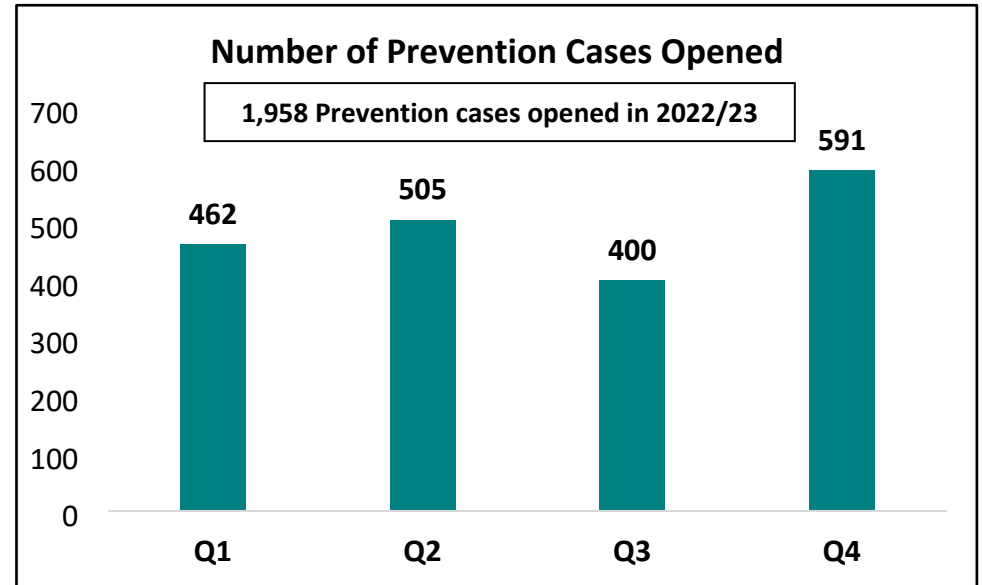
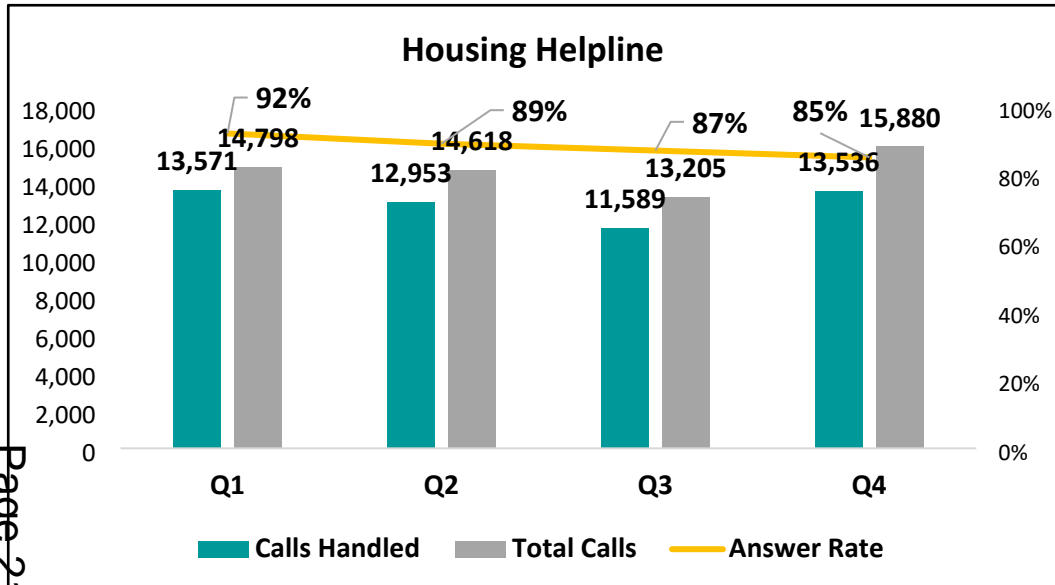
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Results	2022/23 Result
The percentage of volunteers aiming to secure future employment who ceased volunteering as a result of finding work	61%	88.5%	85%	100%	97.2%	100%	83.3%	95%



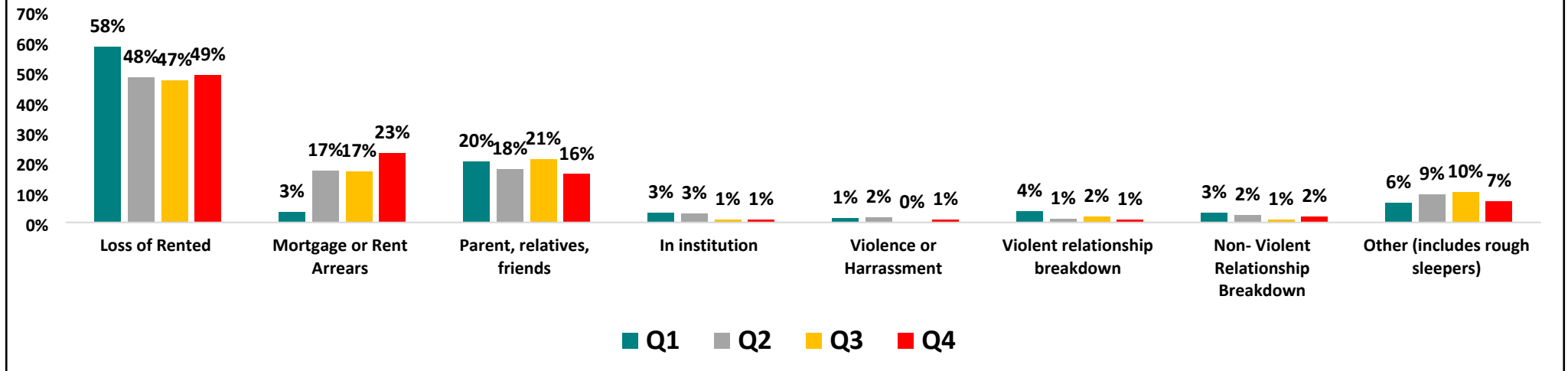
The Quarter 4 result was slightly under target at 83.3%, however across the year results have been excellent and the annual target has been achieved.



Helping to Prevent Homelessness – Core Data



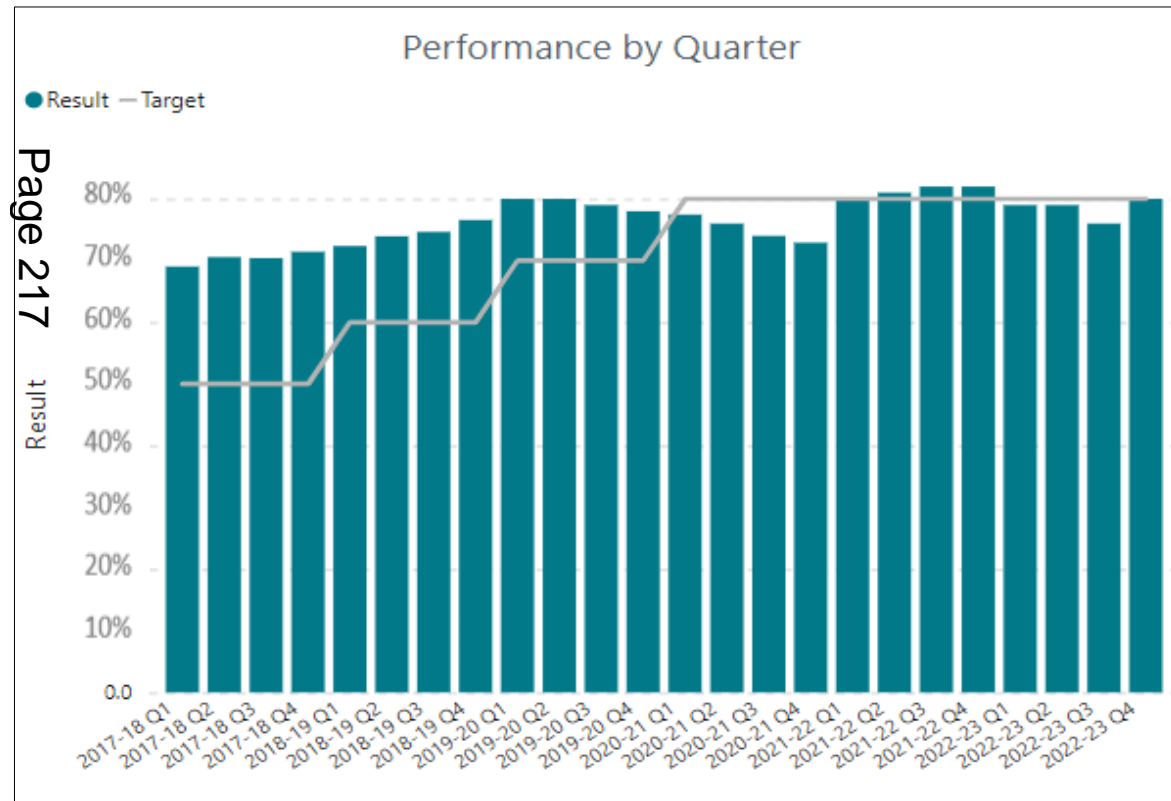
Reason for Risk of Homelessness



Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

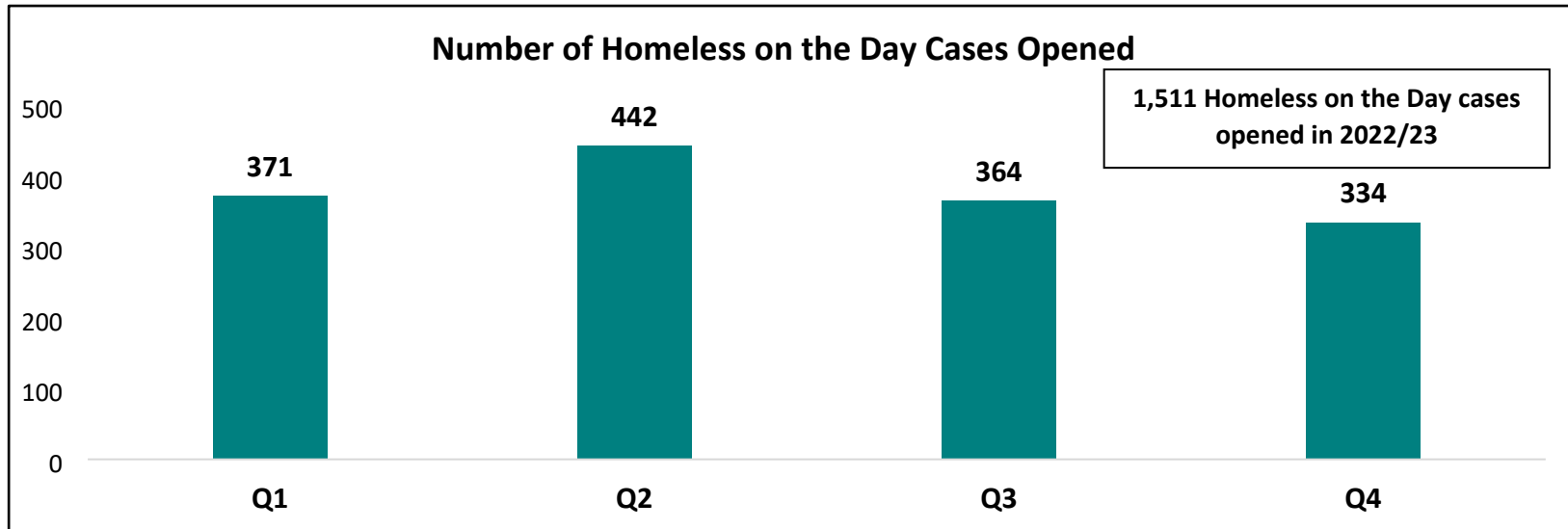
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Results	2022/23 Result
The percentage of households threatened with homelessness successfully prevented from becoming homeless	76%	80%	80%	79%	79%	76%	80%	79%



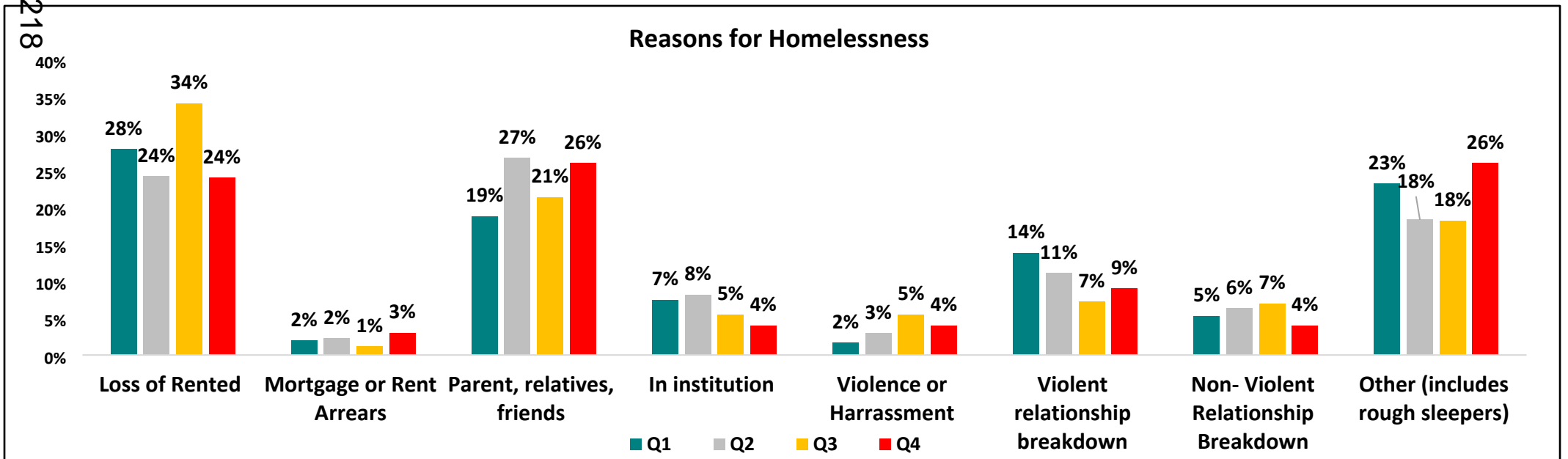
Prevention performance improved in Quarter 4 and the target was achieved. The annual performance was under target by just 1%.



Supporting Homeless Households – Core Data



Page 218



Providing Accommodation – Core Data

Temporary Accommodation - as at the end of Q4

Single Persons Gateway

148 - Single people waiting to enter the Gateway.

798 - Single people in Temporary Accommodation

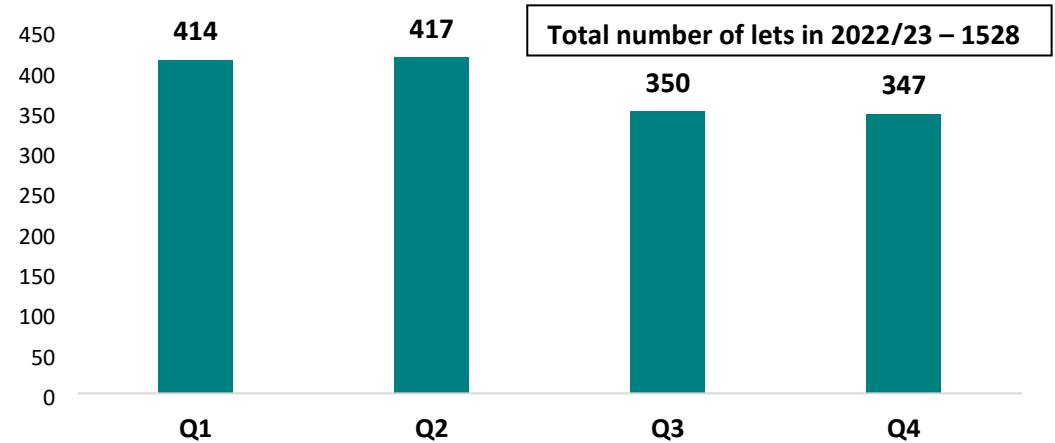
Family Gateway

78 - Families waiting to enter the Gateway

508 - Families in Temporary Accommodation (including 36 in the Q&Q hotel). A further 89 families were residing in ad-hoc hotels at the end of Q4.

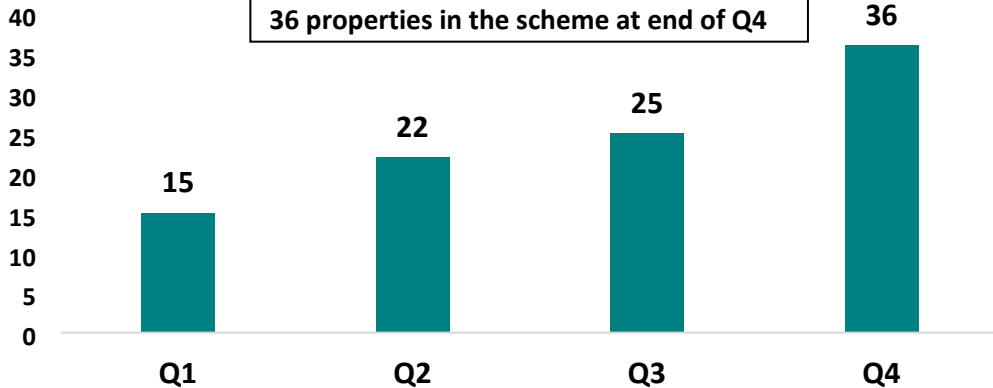
Allocation of Social Housing

Total Number of All Social Housing Lets



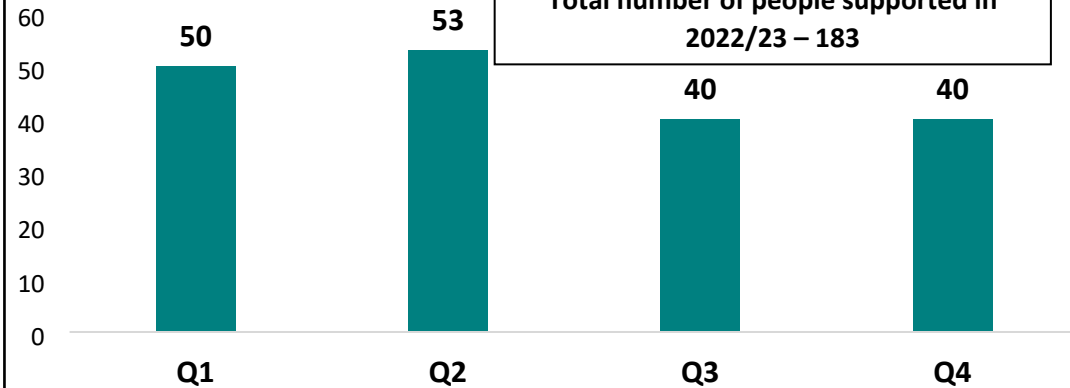
Total Number of Properties in "Leasing Scheme Wales"

36 properties in the scheme at end of Q4



Number of clients supported into Private Rented Sector (PRS) accommodation by the PRS Team

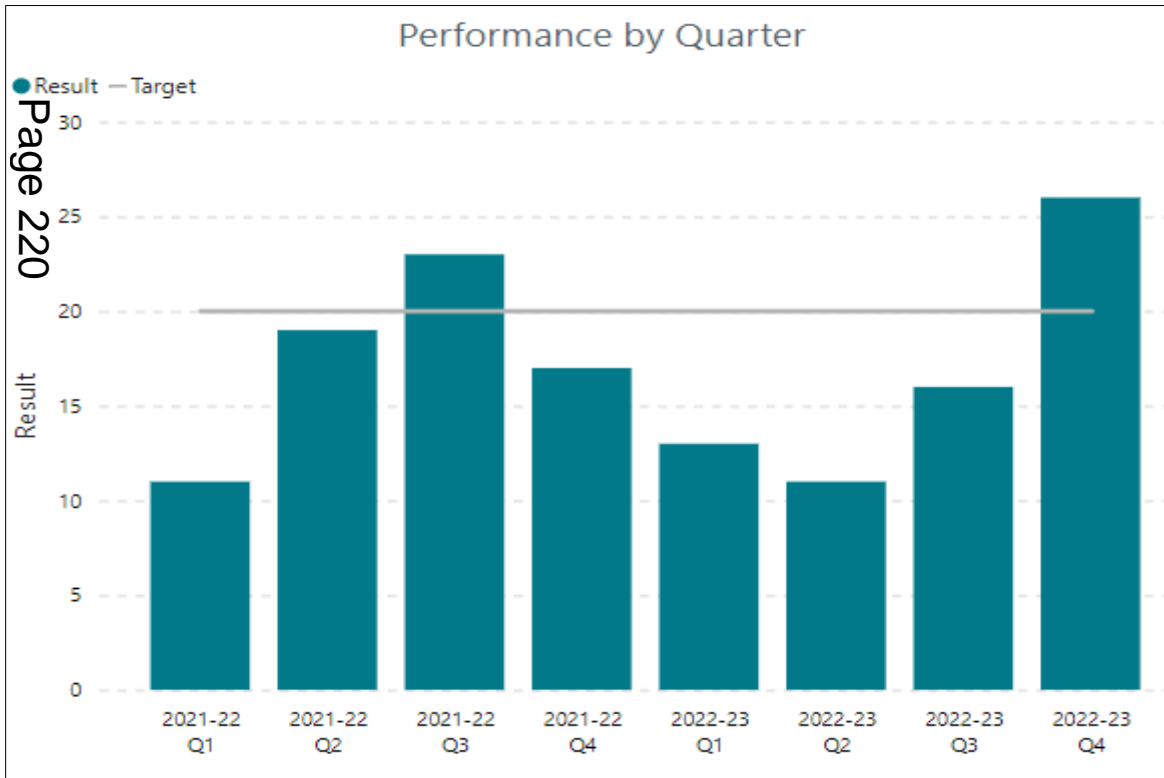
Total number of people supported in 2022/23 – 183



Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

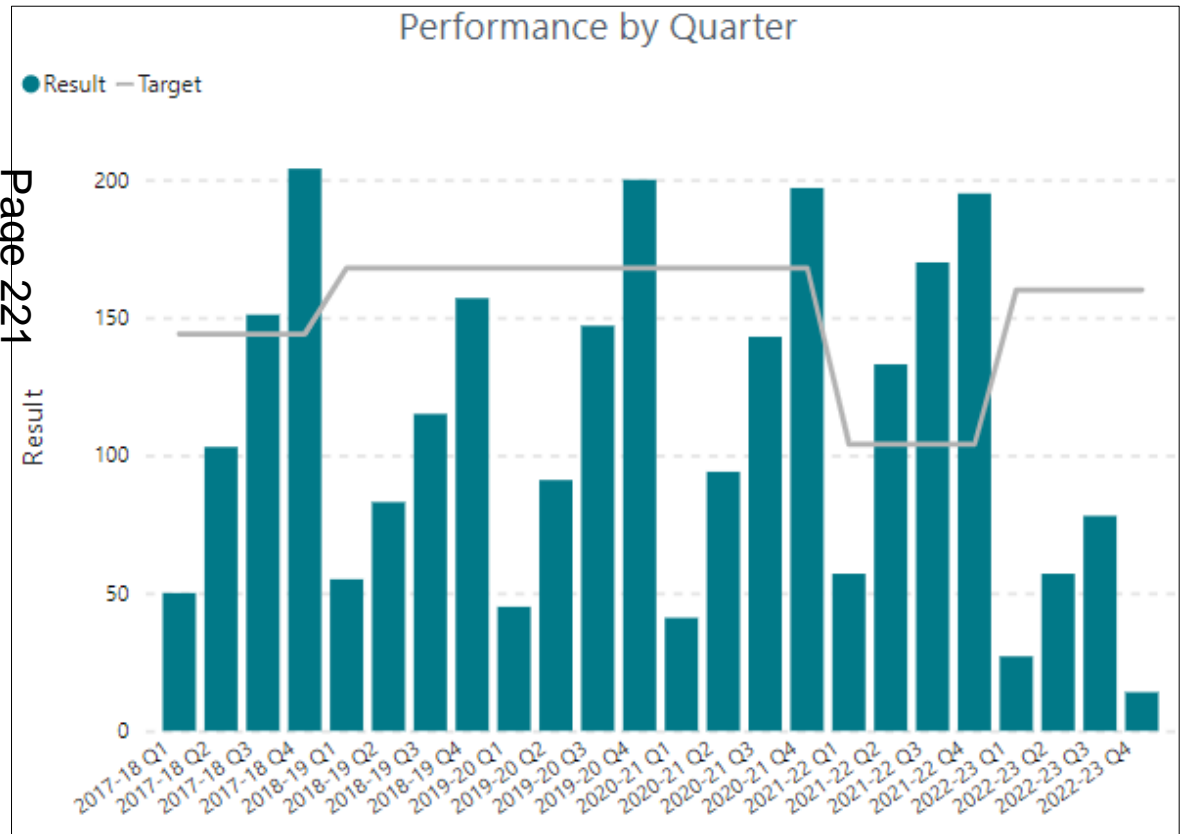
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Results	2022/23 Result
The total number of rough sleepers in the city	N/A	17.5	<20	13	11	16	26	26 at year end



Since the end of the pandemic, the number of rough sleepers in the city has increased. Seasonal changes can affect the figure, however targeted work by the Outreach and Multidisciplinary Team to engage with clients and support them into accommodation has seen the number remain at lower levels than prior to March 2020.

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	Q3 Result	Q4 Results	2022/23 Result
The number of rough sleepers supported into accommodation	197	195	160	27	30	21	14	92

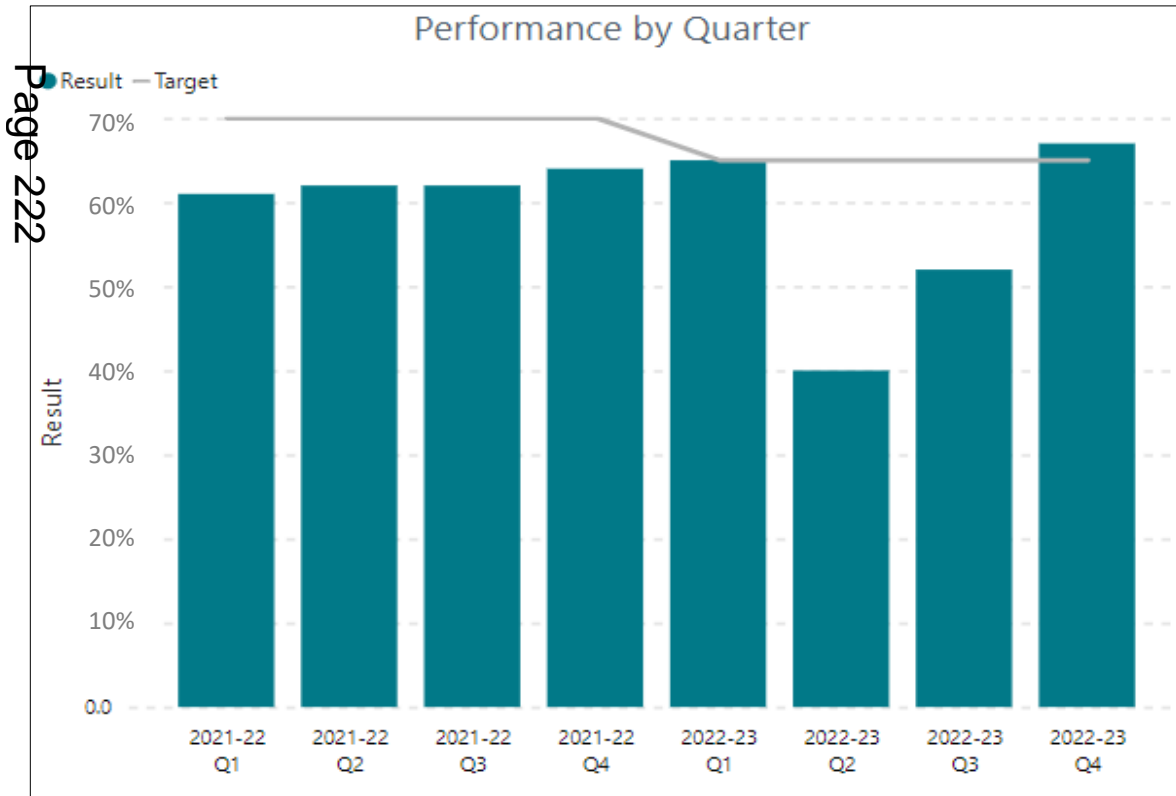


Reduced numbers of rough sleepers has resulted in a lower number of individuals being supported into accommodation than in previous years.

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	Q3 Result	Q4 Results	2022/23 Result
The percentage of rough sleepers housed in the previous month who have maintained their accommodation	N/A	62%	65%	65%	40%	52%	67%	67% at year end

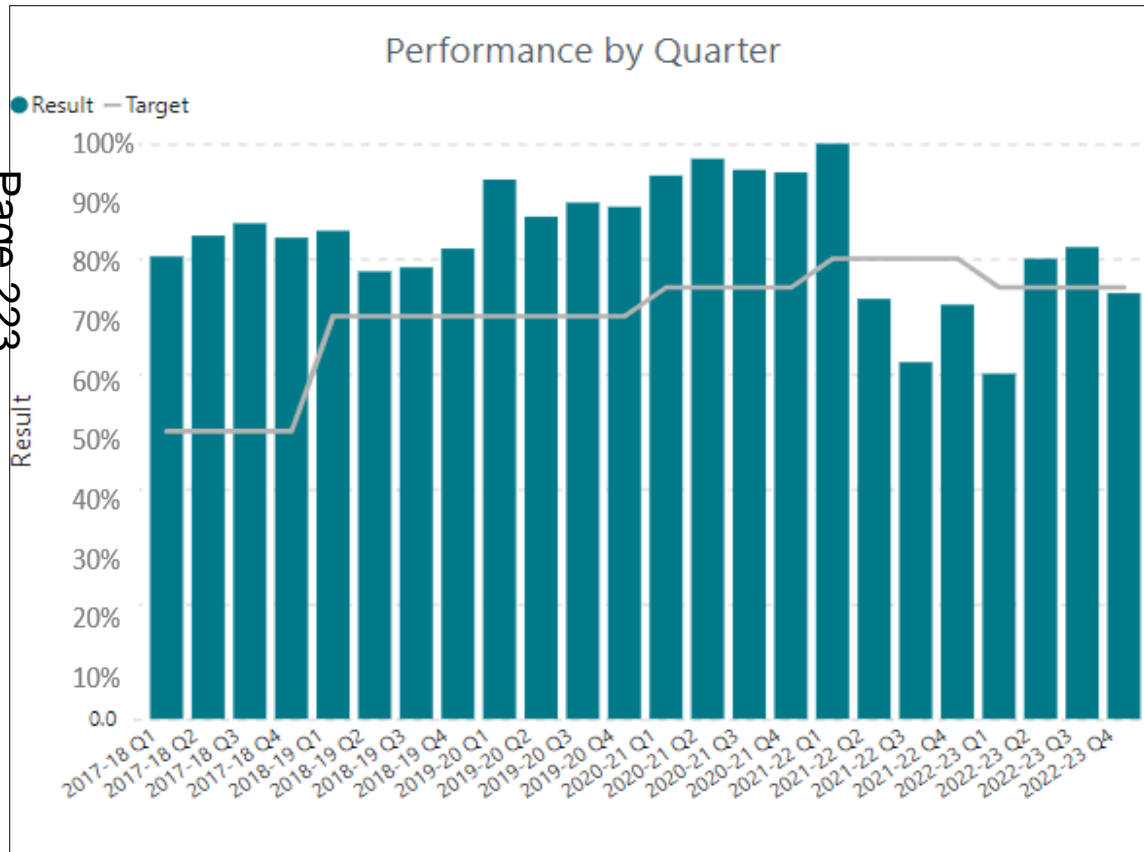


The Outreach Service continues to engage with rough sleepers and support them when they have been placed in accommodation. A number of these individuals have a range of high support needs and are being engaged with by the Multi-Disciplinary Team. We continue to identify suitable pathways that will have a long-term positive outcome for these clients.

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	Q3 Result	Q4 Results	2022/23 Result
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	95%	72%	75%	60%	80%	82%	74%	75%

Page 223

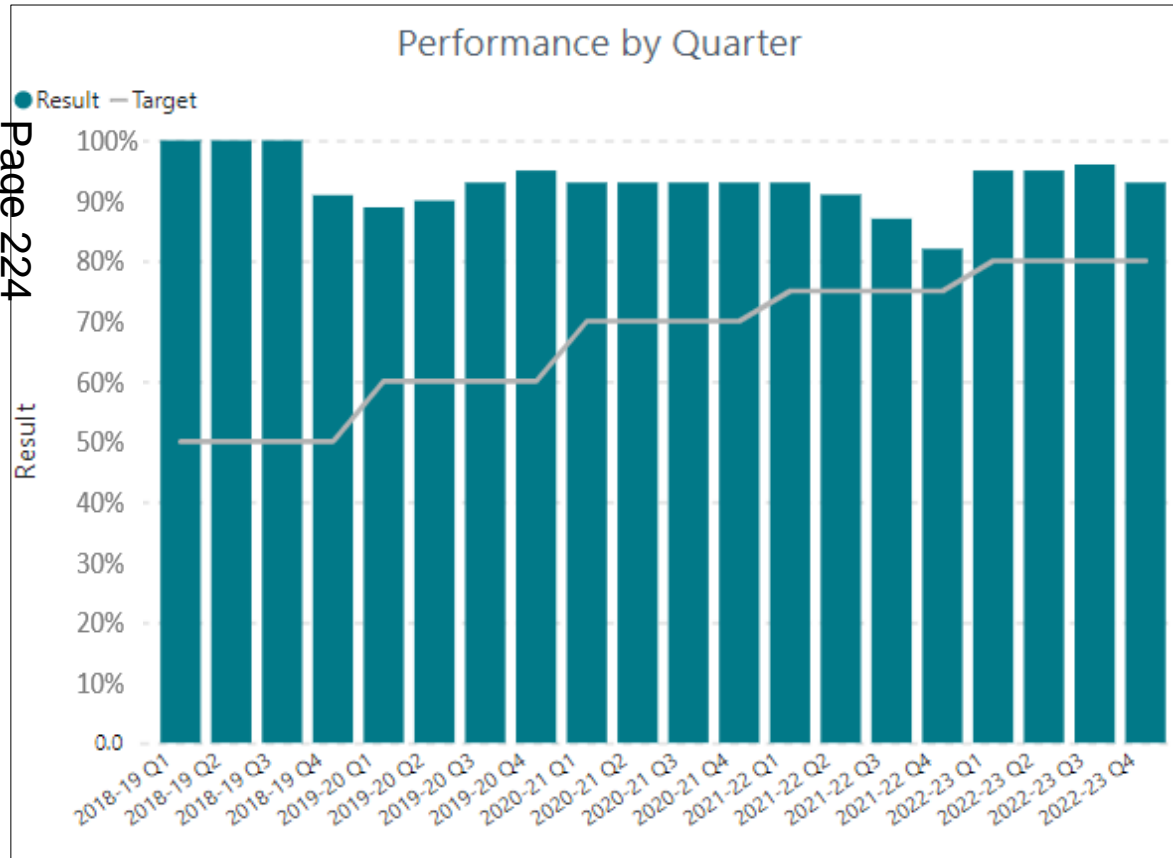


Target missed by 1% in Quarter 4, this is due to some service users awaiting private rented properties. The target for the year has however been achieved.

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	Q3 Result	Q4 Results	2022/23 Result
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	95%	93%	80%	77%	95%	96%	93%	94%

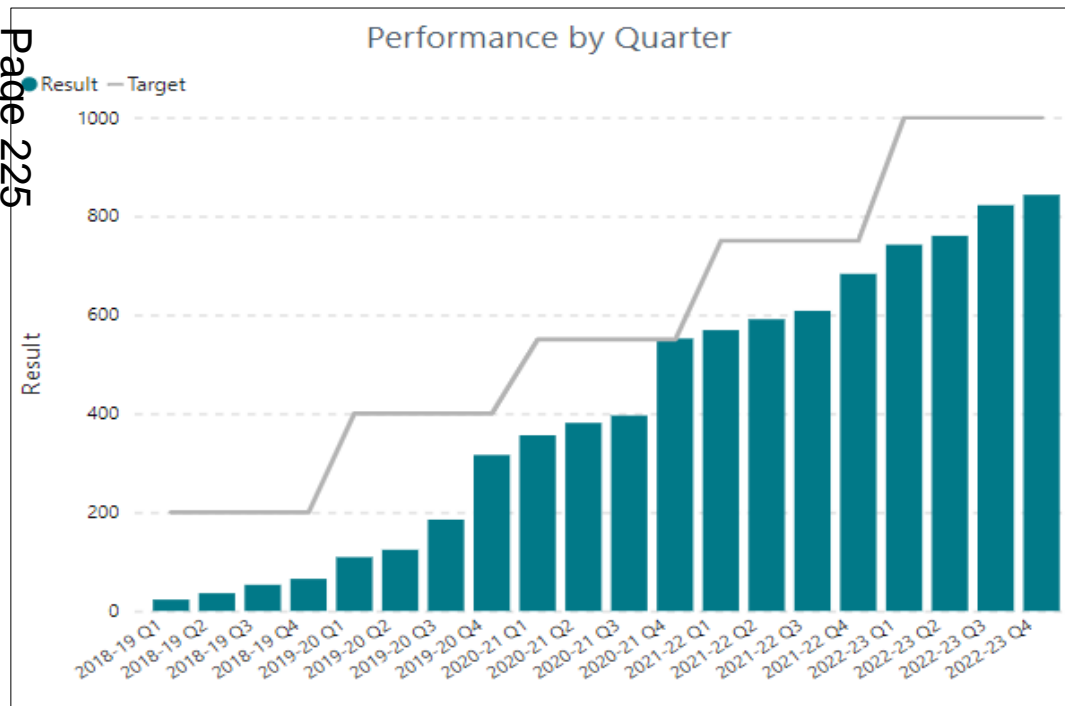


Target for the year has been achieved. As at the end of Q4, 53 clients were successfully maintaining Housing First Tenancies.

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	Q3 Result	Q4 Results	2022/23 Result
Total number of new Council homes completed and provided (Target to be achieved by December 2022.)	552	683	1,000 cumulative	59	18	62	21	843

Page 225

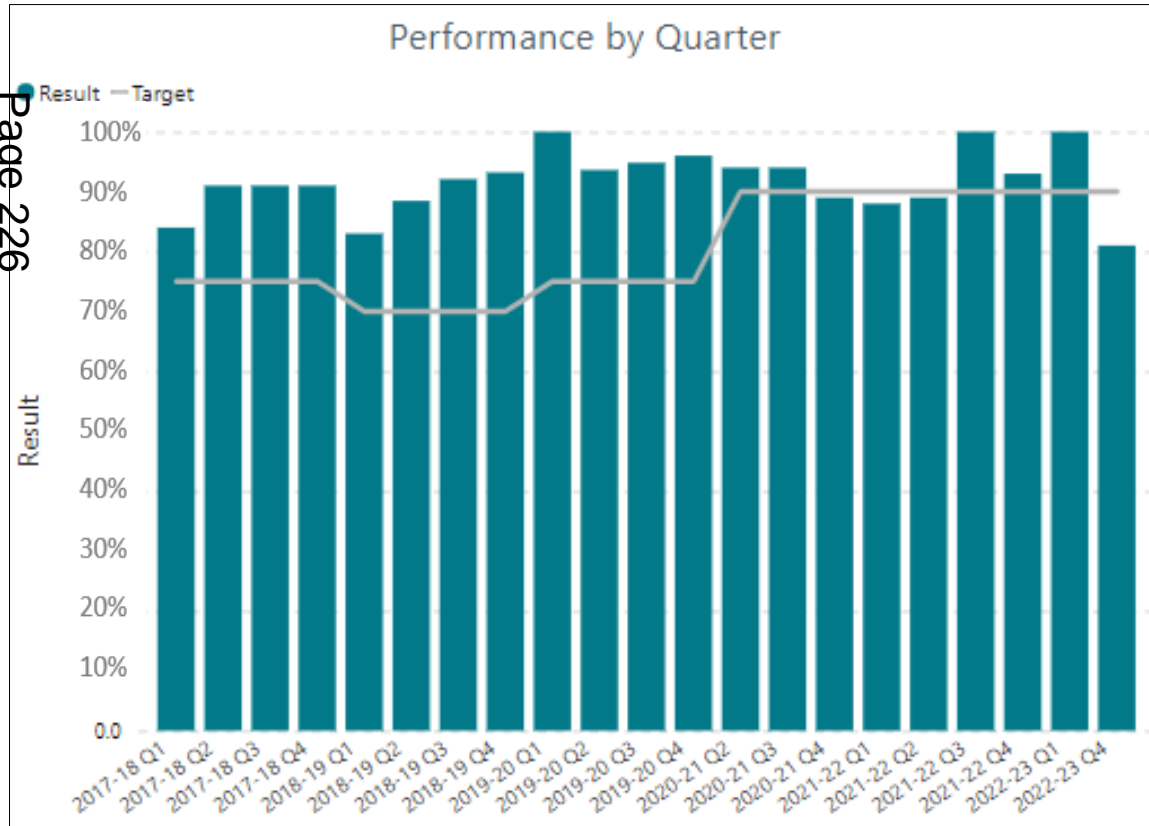


Although the construction market remains difficult for new development, the new build programme continues to deliver new high-quality, innovative homes across the city. The difficulties the construction industry is experiencing has impacted our programme, resulting in delays tendering for contractors and completing schemes. The programme has been directly impacted by a major contractor going into administration and it has taken longer to procure contractors. When schemes are on site contractors are still struggling with material price increases and shortages of labour as well as delays with the supply of materials.

A further 184 new council homes are due to be handed over before December 2023. These properties are situated at Wakehurst Place, lowerth Jones, Addison House, Brookfield Drive & Gasworks Modular

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	Q3 Result	Q4 Results	2022/23 Result
The percentage of residents satisfied with completed regeneration projects	89%	93%	90%	100%	N/A	69%	81%	79%

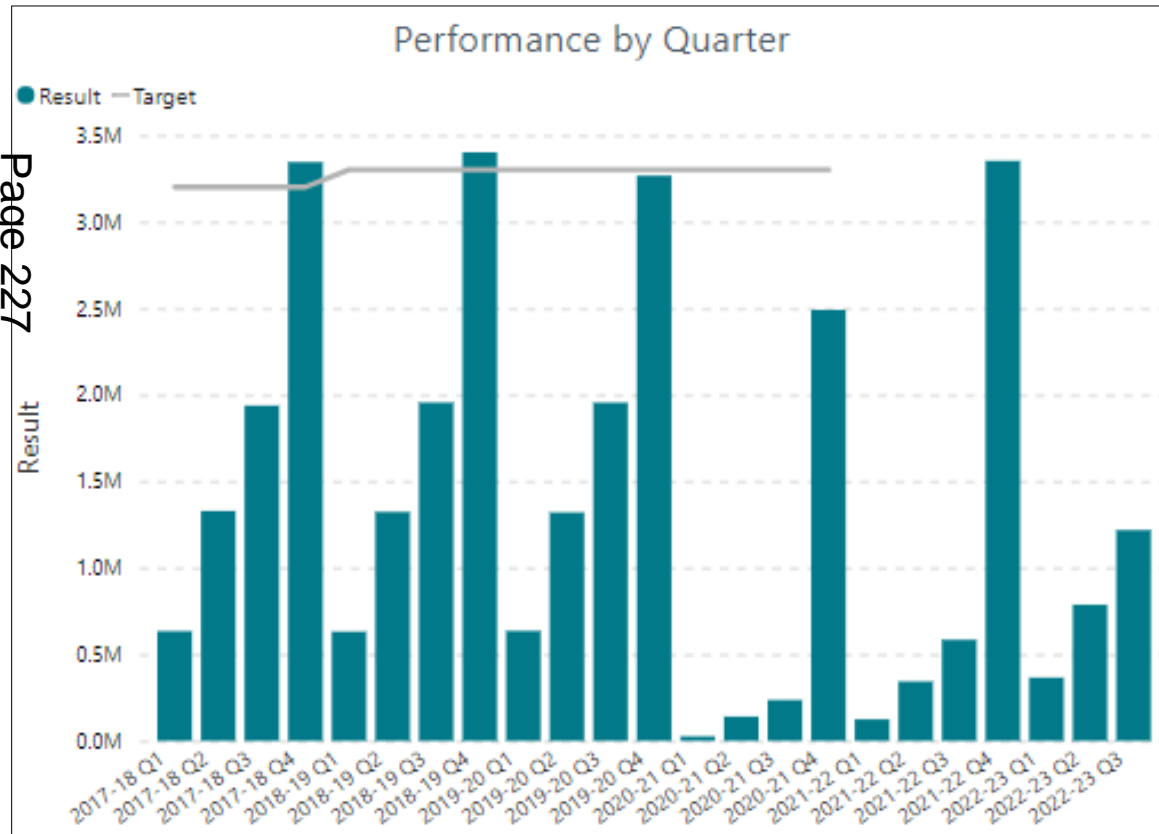


Good levels of scheme satisfaction have been achieved across a range of estate regeneration, gating schemes and shopping centre enhancements, ranging from 70 -100%. One scheme on Cowbridge Road East scored lower than we would have liked (57% satisfaction) which has impacted on our year average.

The reasons given for this were that people were not happy about the use of new continuous pedestrian crossings and the newly installed rain gardens.

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

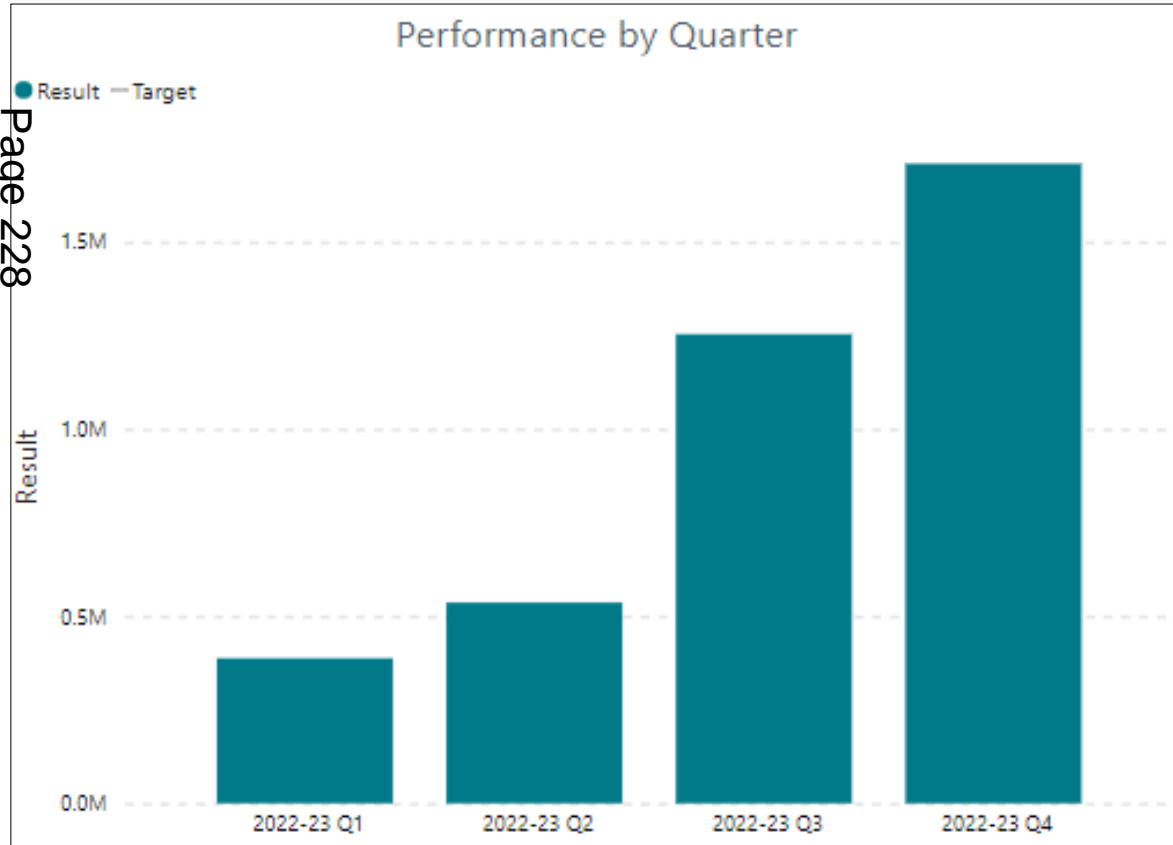
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Results	2022/23 Result
The number of visitors to libraries and Hubs across the city	282,934	858,592	Monitor KPI, but no target set	365,268	421,495	431,051	512,918	1,730,732



Digital Visits to Hubs not yet included in the total (awaiting result to be calculated). Digital and Physical visits to the Hubs will be recorded and monitored separately in 2023/24.

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

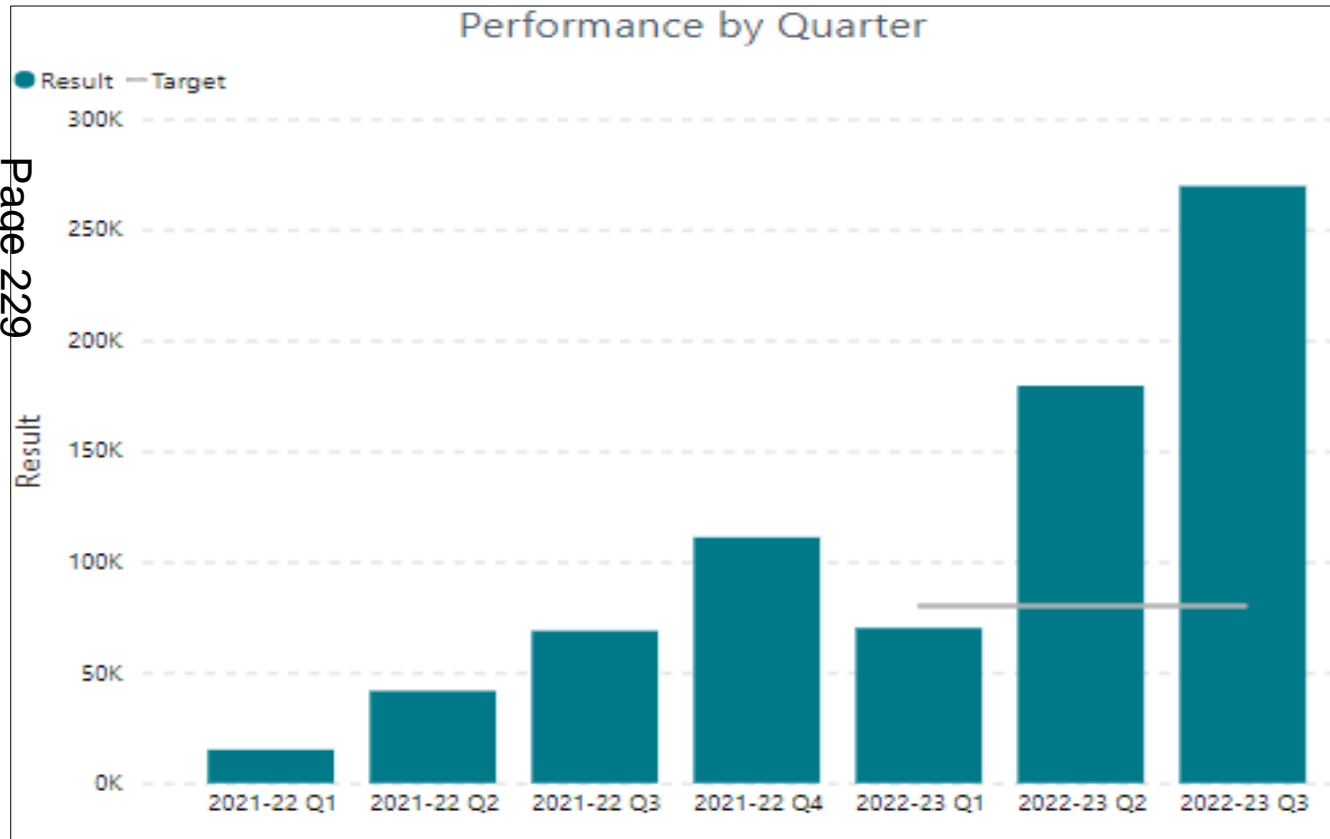
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Results	2022/23 Result
The number of books borrowed from libraries and Hubs across the city	115,758	831,835	Monitor KPI, but no target set	387,764	433,871	432,166	455,618	1,709,419



Figures above only include the number of physical books issued. The number of digital and ebooks issued will be recorded and monitored separately in 2023/24.

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	Q3 Result	Q4 Results	2022/23 Result
The number of page views on the Hubs website	N/A	111,006	80,000	70,043	109,413	90,195	111,027	360,678



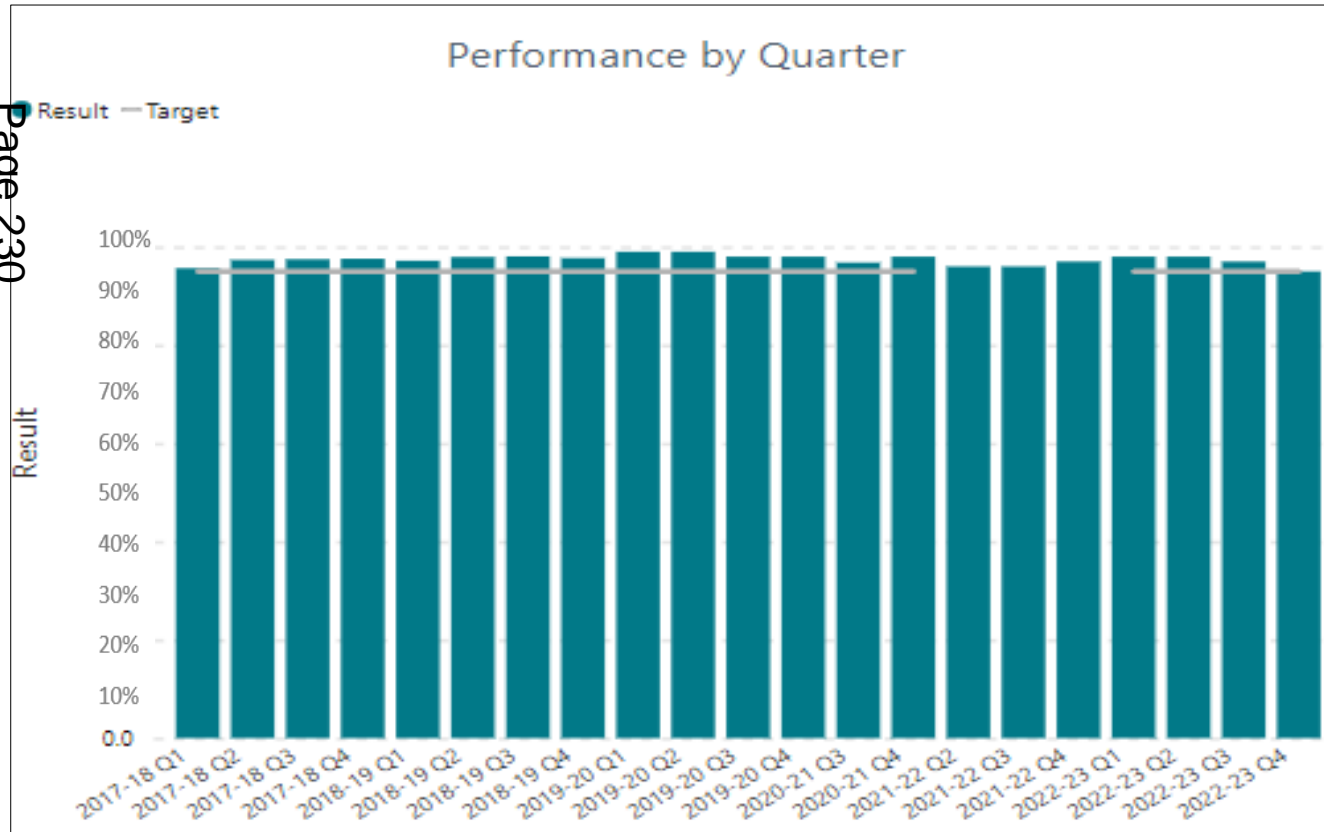
The target has been achieved in 2022/23. The number of page views to the Hubs website increased by 225% in 2022/23 compared to 2021/22 (from 111,006 to 360,678 views)



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	Q3 Result	Q4 Results	2022/23 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%	97%	95%	97%

Page 230

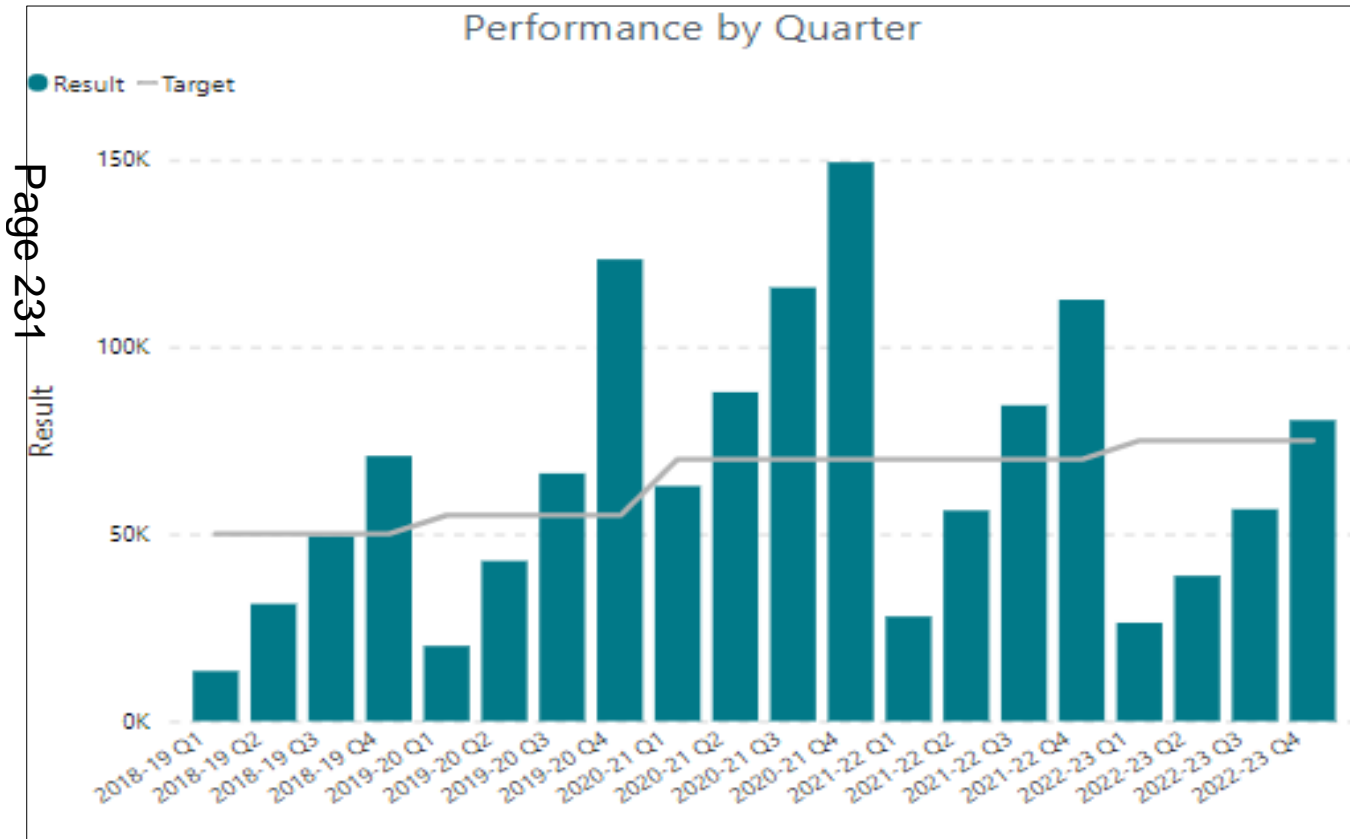


The target has been achieved in 2022/23.



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	Q3 Result	Q4 Results	2022/23 Result
The number of visits (page views) to the volunteer portal	156,153	112,622	75,000	26,275	12,541	17,800	23,800	80,416

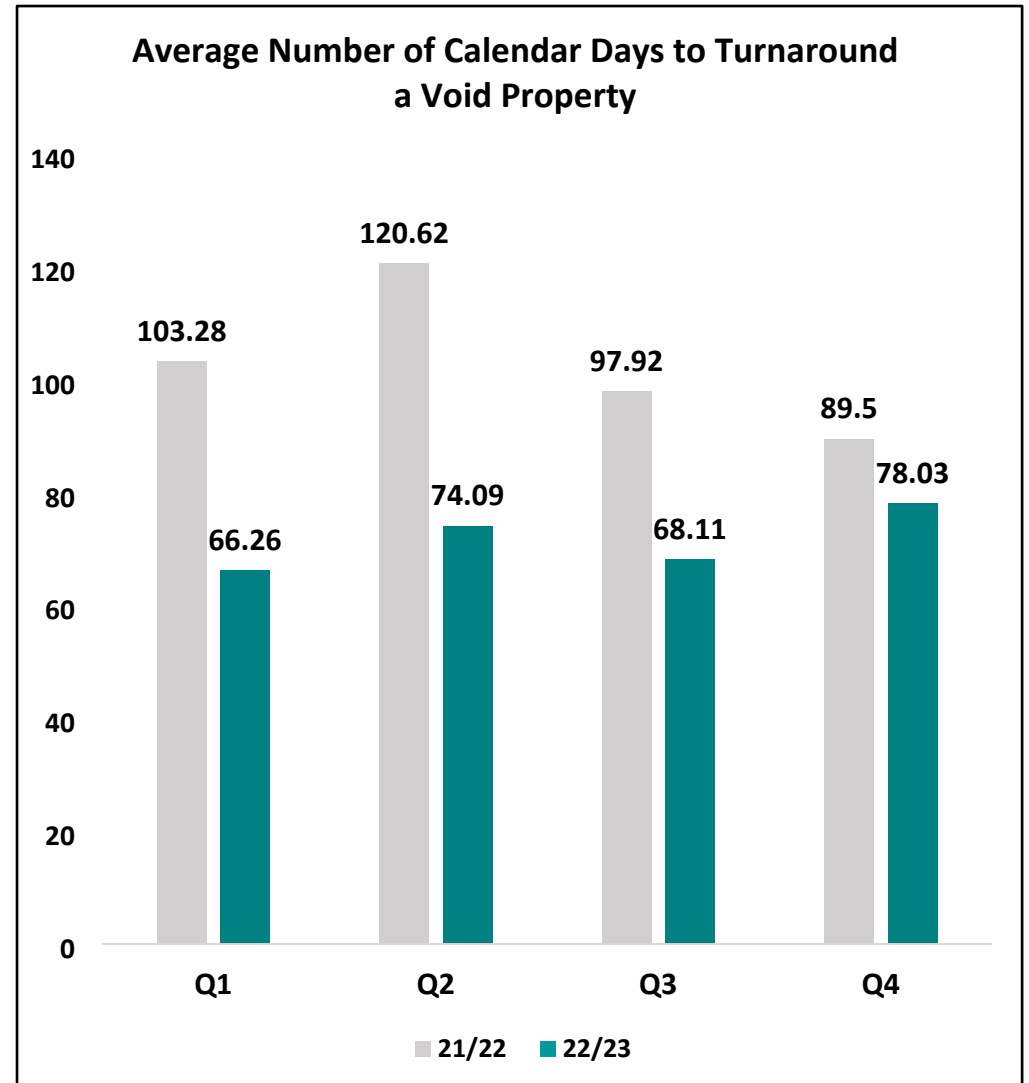
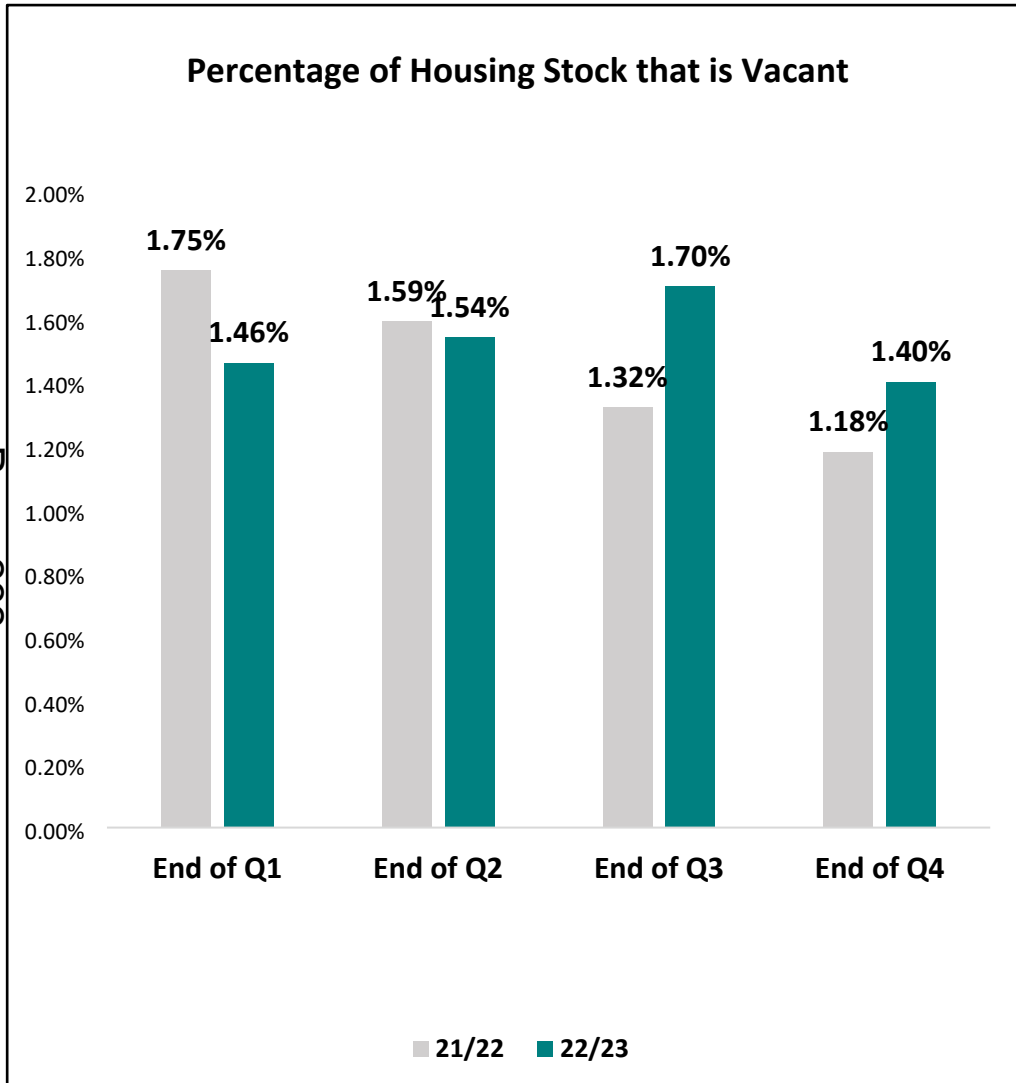


The target has been achieved in 2022/23.

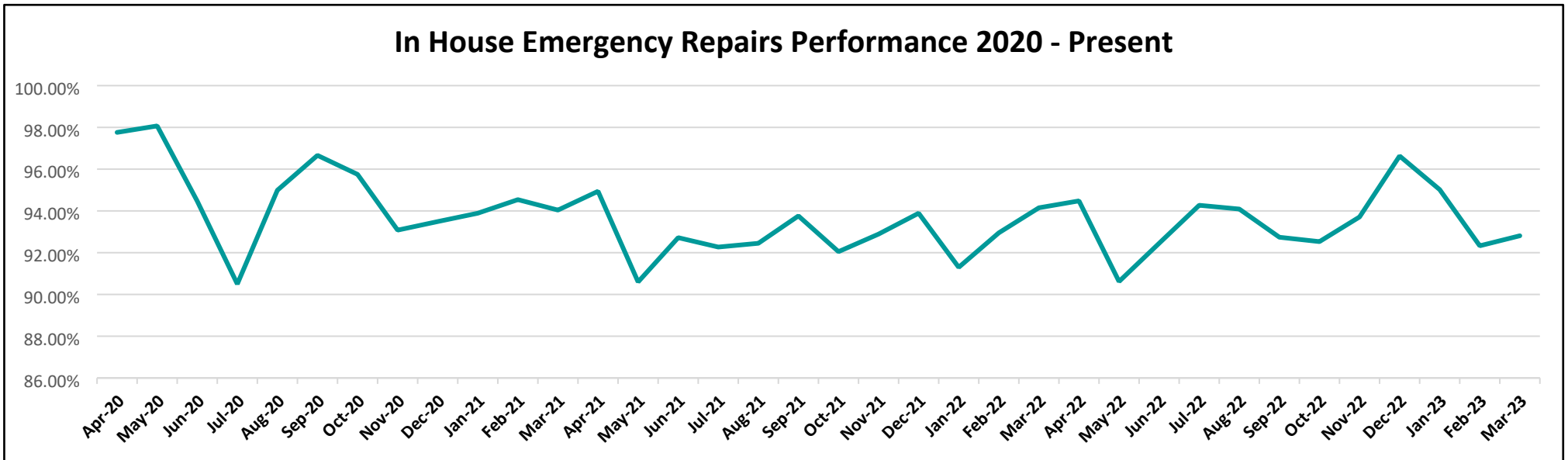
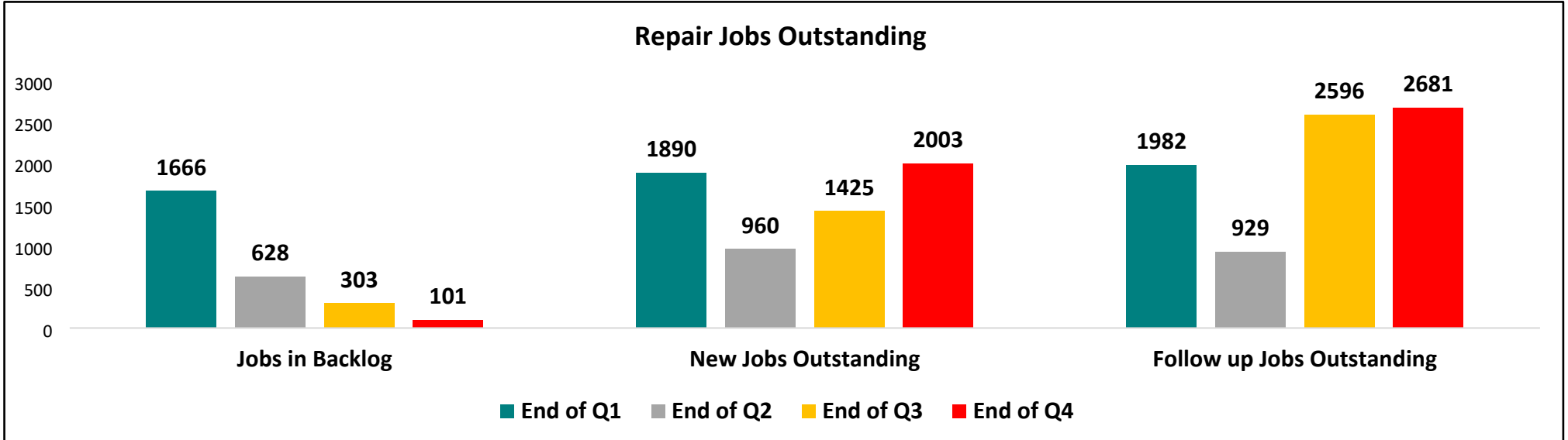


Maintaining our Housing Stock – Core Data

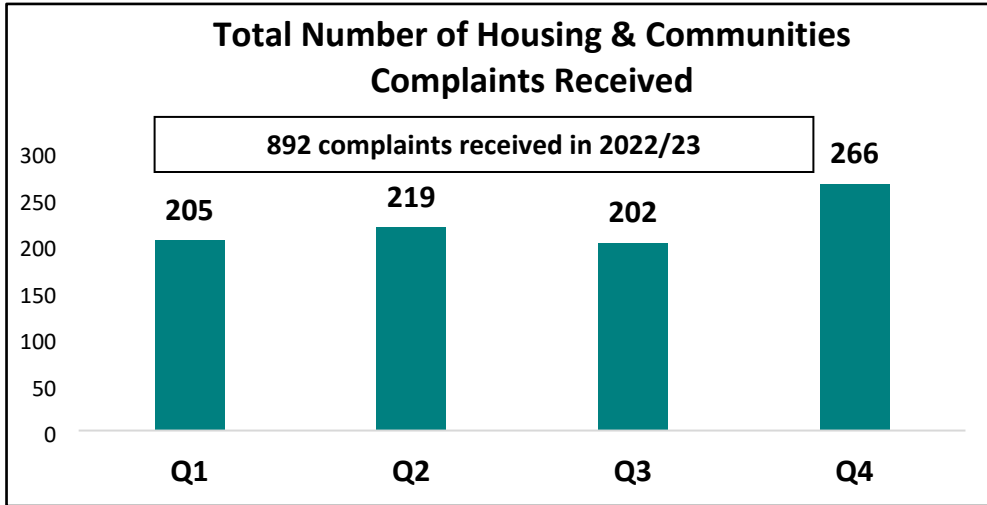
Page 232



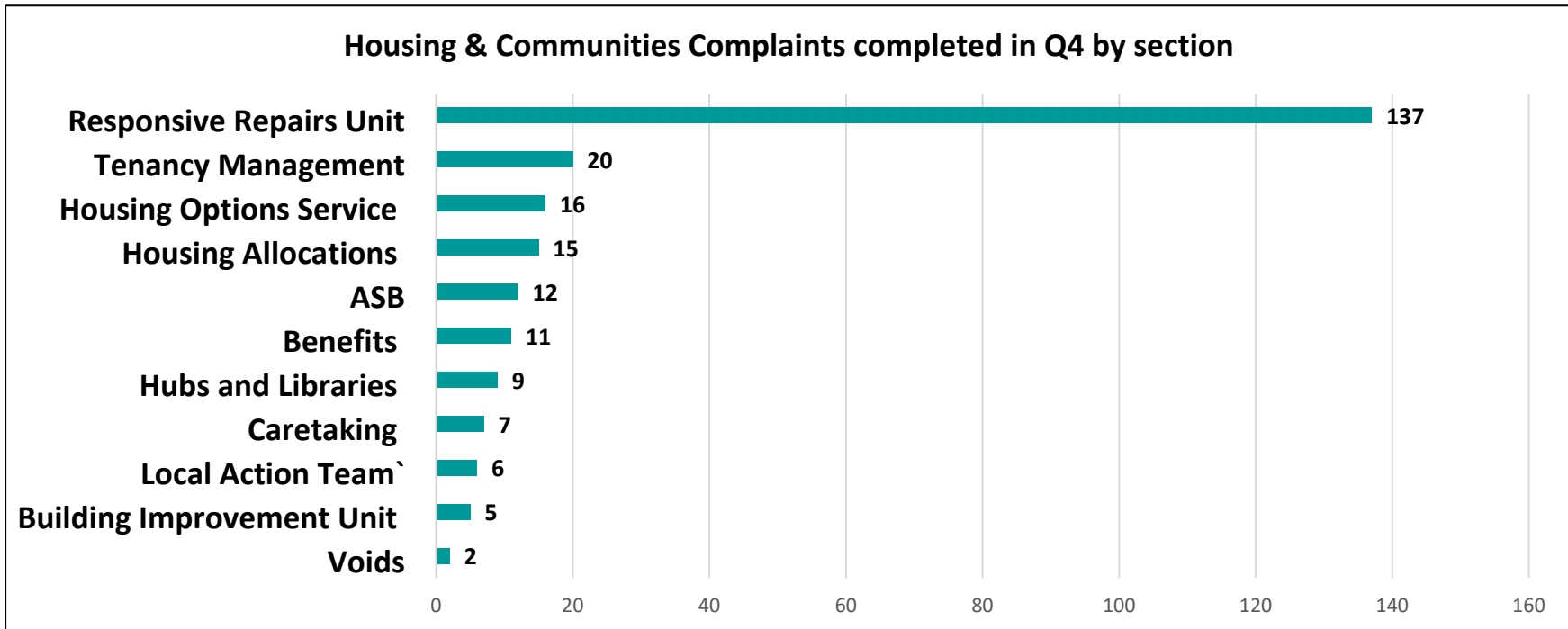
Responsive Repairs – Core Data



Housing & Communities Complaints



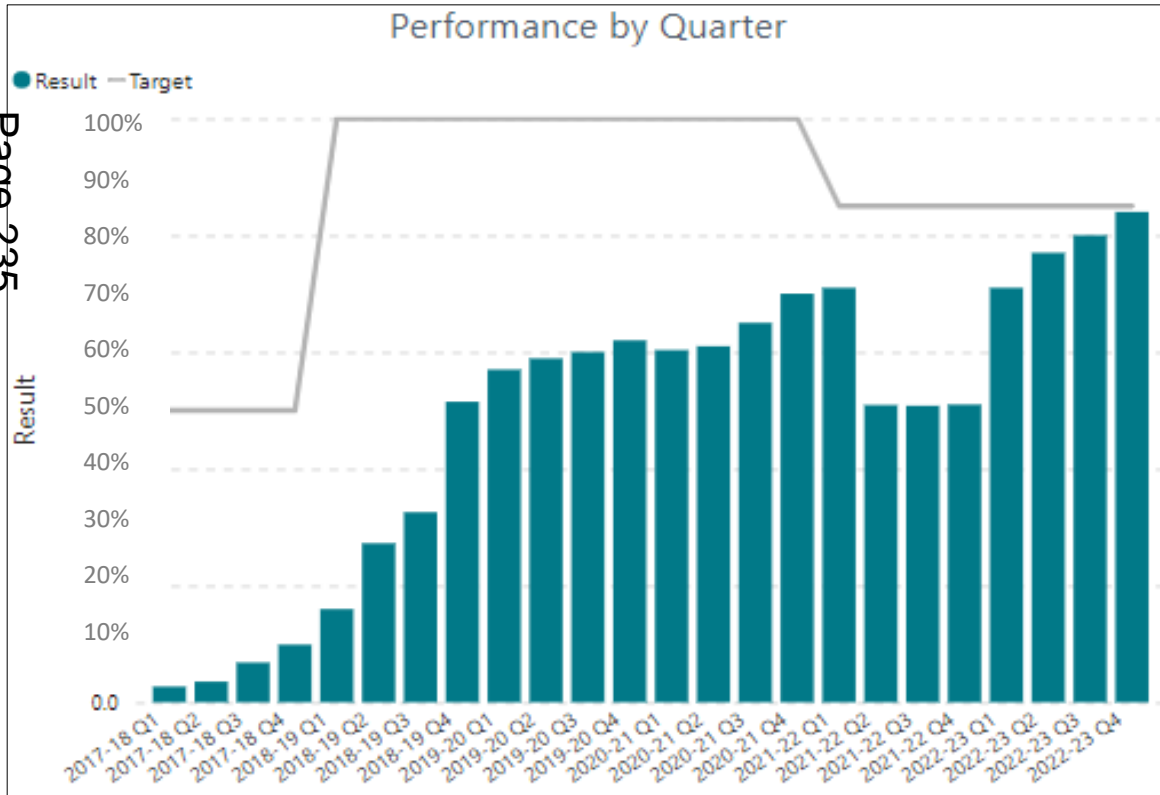
The largest number of complaints completed in Quarter 4 relate to Housing Repairs within the Responsive Repairs Unit; however, this must be looked at against the total number of repair jobs completed. In Q4, 137 housing repair complaints were completed, however a total of 13,865 repair jobs were completed.



**Empowered Communities
Creating Safe and Inclusive Communities**

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Q3 Result	Q4 Results	2022/23 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%	80%	84%	84% at year end

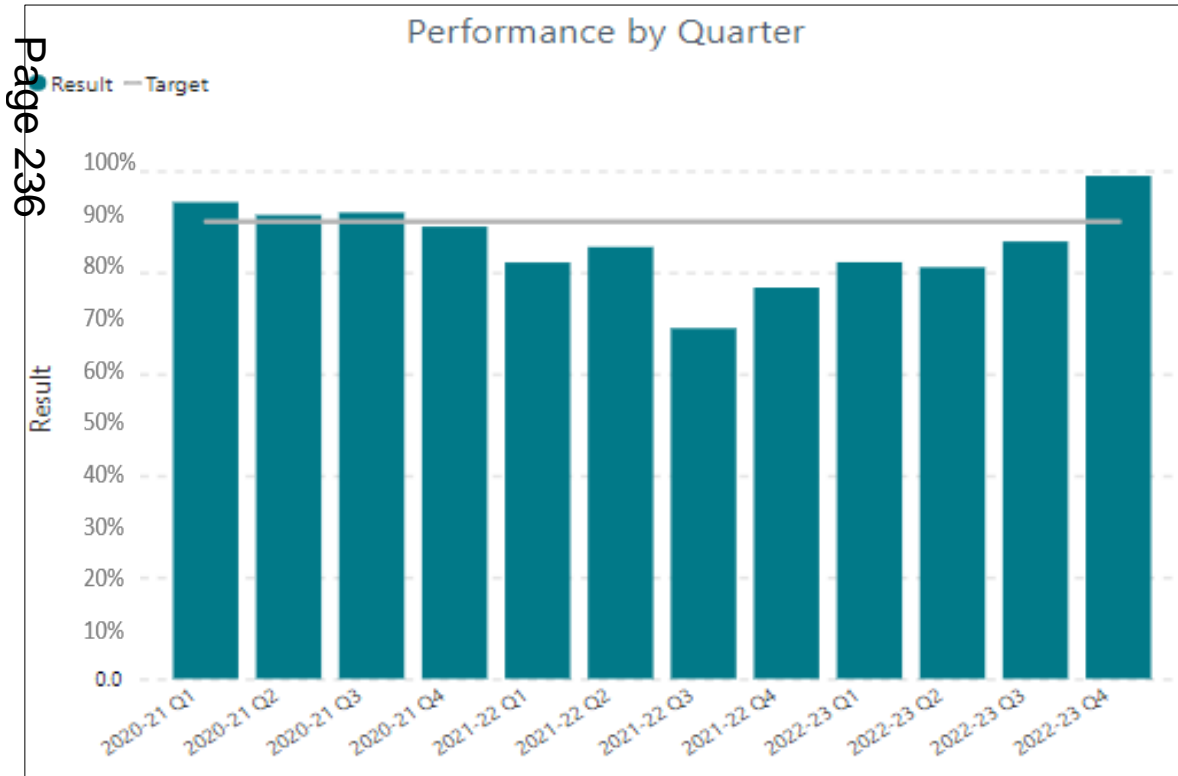
Page 235



Q4 has seen improvement in the achievement of this measure. Work is continuously ongoing to encourage staff to complete this mandatory module. The year end figure was under target by just 1%.

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	Q3 Result	Q4 Results	2022/23 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%	86.08%	99%	83%



The target for the year has been missed by 7%, however the result in Q4 was 99%. This follows transition to a new reporting system due to dissatisfaction with the accuracy of the previous system being used.



**STRONGER
FAIRER
GREENER**



CASSC

Housing & Communities

Q4 DDP Performance Report

May 2023



#GweithioDrosGaerdydd
#GweithioDrosochChi

#WorkingForCardiff
#WorkingForYou

Wellbeing Objective 3 - Supporting People Out of Poverty

Corporate Plan Commitment

Commitment	Q4 Update (1 of 2)
<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"> Further funding opportunities have been secured for the Money Advice Team via Social Prosperity Fund’s Multiply, which will allow the team to increase the support in the new financial year, including additional support for Schools and Council Tenants. The Money Advice Team has also secured additional funding for the Families First Child Disability Living Allowance specialist project. This will provide additional specialist staffing resource to support more families apply for (and appeal any negative decision) DLA for their child/ren. A further round of smart energy funding has been applied for, which is awaiting a decision. This will allow the team to target those on a lower income to engage with Money Advice support, as well as talking about the benefits of smart meters. The rent arrears pathway was incredibly successful, saving 1,441 tenancies, preventing these people from being evicted. Additional funding was also bid for, awarded and fully spent, to support this scheme

Wellbeing Objective 3 - Supporting People Out of Poverty

Corporate Plan Commitment

Commitment	Q4 Update (2 of 2)
<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"> • Food & Fuel Champions are supporting the Money Advice Team with the extra support during the cost of living crisis. • A full publicity campaign is ongoing including radio adverts, mobile billboards (DigiVan) in multiple languages as well as an information leaflet sent to all Cardiff households detailing support available. • The Together for Cardiff campaign has been developed. Steps are now being taken to create a mechanism to increase the funding to allow the scheme to continue running into the future.

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

Commitment	Q4 Update
<p>Page 240 Page 240 Page 240</p> <p>Understand and respond to the Impact of the migration to UC on Housing Benefit / Council Tax Reduction Scheme case / workloads.</p>	<ul style="list-style-type: none">• Migration has not yet commenced and there are no plans for it to start until 2024. Rating is green as we have no control over the progression of this action.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Q4 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">• A new scheme has been created to help people pay for fuel costs. This scheme was introduced extremely quickly with very little available information, however, due to the experience of setting up last minute schemes, this has gone well, and resources were in place within the service to administer the scheme effectively.• The Discretionary Cost of Living Scheme, was administered by the benefit assessment team. A total of £2.1m was paid out to 15,388 residents in Cardiff who were struggling to make ends meet and pay essential bills. The team worked closely with the Money Advice team who identified those that need financial support and provided advice to help them address any ongoing financial issues. .• The Discretionary Housing Payment, administered by the benefit assessment team., was fully spent and following a successful bid to Welsh Government this fund was increased further. The Discretionary Housing Payment scheme formed part of the Rent Arrears pathway which prevented 1,441 tenancies being terminated and allowed people to stay in their own homes.

Administer and promote additional funding schemes including New Welsh Government hardship / funding schemes / Discretionary Housing Payment

Page 241

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (1 of 2)
<p>Deliver the strategic priorities within the new Housing Support Programme strategy including developing a detailed Rapid Rehousing Transition Plan by September 2022 to:</p> <p>Page 242</p> <ul 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 style="list-style-type: none">The Rapid Rehousing Transition Plan is with Welsh Government for review. Whilst waiting for feedback on this plan, we are already moving towards some of the key objectives of Rapid Rehousing by developing the service in key areas. This includes work undertaken to better understand the demand on our service, as well as our current levels of move on. To try and improve move on for single people, the Single Person pathway is being reviewed with improvement objectives. Work is ongoing to understand how to reduce some of the demand from families and a review of the current banding arrangements hopes to improve move on for families under Preventative duties. Where hotel usage has become more widely used as temporary accommodation, we have implemented a procedure which aims to reduce the length of time any family needs to stay in hotels, with the eventual aim of reducing their use entirely.The LETS scheme continues to be advertised across numerous platforms (social media, bus stops).The dedicated landlord line in place has allowed us to engage with landlords at the first point of contact.Under the Welsh Government (WG) Leasing Scheme, we have exceeded our target of bringing on board 20 properties by bringing on 22 this financial year.The Pathfinder and WG Leasing Scheme now has a total of 36 properties occupied on the scheme with a further 10 properties undergoing works / pending signed agreement for lease which will be occupied in the 2023 / 24 financial year.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (2 of 2)
<p>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 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 style="list-style-type: none"> • We remain on track to bring the Homeless Leasing Scheme in house by June 2023, however, phasing out the scheme remains on hold. This is due to the unprecedented demand on homeless services and the need for all accommodation available to remain an option for placement. • Clients will enter and leave the SAIL project throughout the year. Over the course of 2022/24 the project has supported over 20 clients. As at end of 22/23, the service was working with 19 clients, 14 of whom were in tenancies with 3 further referrals pending. • There are currently 37 cases within the Housing first scheme which includes the rough sleepers project, prison leaver project and a new young person's project. This has meant we have expanded rapidly over the last financial year. We have experienced pressures when seeking to secure private rented properties this year due to market factors, however we have still managed to exceed our target. • Swaptracker has not yet been launched. The concept is currently with the Information Management team for review before any steps can be taken to roll this out.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (1 of 2)
<p data-bbox="71 586 122 772">Page 244</p> <p data-bbox="71 464 1072 558">Encourage early take-up of housing advice and homeless prevention services by:</p> <p data-bbox="147 626 1200 772">Developing and implementing a communications plan by July 2022 to widely promote the help available to prevent homelessness;</p> <ul data-bbox="71 843 1225 1153" style="list-style-type: none"><li data-bbox="71 843 1225 989">• Increasing the accessibility of specialist housing advice, mediation, and prevention services by providing these through the Community Hubs by August 2022;<li data-bbox="71 1061 1225 1153">• Reviewing the prisoner and hospital discharge pathways to ensure they are working effectively by December 2022.	<ul data-bbox="1276 301 2466 1310" style="list-style-type: none"><li data-bbox="1276 301 2466 558">• Currently customers are supported by the Private Rented Sector (PRS) Team for up to 3 months when moving into PRS accommodation, but work is ongoing for this to be continued support for the life of the new tenancy to ensure any issues are picked up at the earliest opportunity.<li data-bbox="1276 572 2466 665">• Prevention appointments in tenants homes have started and is proving successful. This will be rolled out further next year.<li data-bbox="1276 679 2466 829">• The waiting time for a prevention appointment has now reduced on average from 35 days to 6 days, meaning we are able to help people sooner and hopefully achieve better outcomes.<li data-bbox="1276 843 2466 993">• Weekly meetings are now taking place between the Prevention Officer for Mental Health, Patient flow Manager and Discharge Liaison Nurse to share updates<li data-bbox="1276 1008 2466 1310">• The Prevention Officer attends Park Road (NHS unit) to carry out ward rounds and attends external meetings as necessary such as Care and Treatment Plan meetings, and discharge meetings. The officer then meets with Temporary Accommodation management to discuss patient placements/Delayed Transfer of Care clients and meet the needs.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (2 of 2)
<p data-bbox="71 468 1072 565">Encourage early take-up of housing advice and homeless prevention services by:</p> <ul data-bbox="71 634 1230 1159" style="list-style-type: none"><li data-bbox="71 634 1230 782">• Developing and implementing a communications plan by July 2022 to widely promote the help available to prevent homelessness;<li data-bbox="71 851 1230 999">• Increasing the accessibility of specialist housing advice, mediation, and prevention services by providing these through the Community Hubs by August 2022;<li data-bbox="71 1068 1230 1159">• Reviewing the prisoner and hospital discharge pathways to ensure they are working effectively by December 2022.	<ul data-bbox="1274 554 2471 1079" style="list-style-type: none"><li data-bbox="1274 554 2471 811">• There are currently delays in referrals coming over to the Prevention Team from prisons. There is ongoing work at looking at ways of improving the referral process now that Forward Trust have additional resources – the Prison Prevention Officer will co-locate with Probation in the new financial year.<li data-bbox="1274 879 2471 1079">• Cardiff Council is working with HMPPS on the introduction of community accommodation service (CAS3) programme to increase accommodation options for Prison leavers by up to 18 units by March 2024.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update
<p data-bbox="71 586 122 772">Page 246</p> <p data-bbox="71 468 1235 561">Embed an assessment/ triage approach for all those presenting as homeless by:</p> <p data-bbox="147 629 1174 772">Ensuring need is properly identified for both individuals and families, and that housing and support plans are tailored to individual need;</p> <ul data-bbox="71 848 1243 1100" style="list-style-type: none"><li data-bbox="71 848 1243 941">• Ensuring our family homeless centres offer appropriate support by working with Early Help and other partners;<li data-bbox="71 1011 1243 1100">• Reviewing the success of the Single Homeless Assessment Centre and consider future development of the scheme.	<ul data-bbox="1281 361 2474 1158" style="list-style-type: none"><li data-bbox="1281 361 2474 886">• A review on the effectiveness of the Single Assessment Centre on the cycle of homelessness has been undertaken. On the whole the service has been a success and gains have been made in breaking the cycle of homelessness for many clients. It is now an established service with health inclusion services being widely accessed. There have however been challenges associated with the demand for services and issues with a lack of move on and further work is needed here. There is potential for further expansion of the services on site which may require a search for a larger building in future years.<li data-bbox="1281 901 2474 1158">• Diversionary Activities have been delivered in the Gasworks Site in partnership with the third sector. Overall residents of Gasworks have been happy with the activities provided, however opportunities for expansion of these services will be explored alongside expansion of the site.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update
<p data-bbox="71 325 1184 368">Ensure that the complex needs of homeless people are met by:</p> <ul data-bbox="71 435 1210 1235" style="list-style-type: none"><li data-bbox="71 435 1210 578">• Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate;<li data-bbox="71 649 1210 749">• Ensuring that appropriate health and support services are available in hostels and supported accommodation;<li data-bbox="71 821 1210 963">• Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer;<li data-bbox="71 1035 1210 1235">• 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 data-bbox="1286 378 2458 1128" style="list-style-type: none"><li data-bbox="1286 378 2458 571">• The Diversionary Activities Team is now fully established. Activities are delivered in a structured way either on a group or on a one to one basis. These activities include day trips and educational activities.<li data-bbox="1286 578 2458 771">• The service is now working with other agencies to encourage volunteering within the Diversionary Activities Team and has also arrange opportunities for service users to also volunteer with other organisations.<li data-bbox="1286 778 2458 1128">• All Diversionary Activities delivered in our supported accommodation provision and Single Assessment Centre, are open to those with street-based lifestyles, although it is often difficult to engage with this client group if accommodation can also not be offered. The service will continue to encourage rough sleepers and those with street-based lifestyle to engage with the Diversionary Activities scheme.

Wellbeing Objective 3 - Supporting People Out of Poverty

Commitment	Q4 Update
<p data-bbox="71 429 1090 468">Improve the quality of our supported accommodation by:</p> <ul data-bbox="71 539 1243 1063" style="list-style-type: none"><li data-bbox="71 539 1243 686">• 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="71 753 1243 901">• 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="71 968 1243 1063">• Phasing out accommodation that no longer meets the required standards.	<ul data-bbox="1281 386 2466 1186" style="list-style-type: none"><li data-bbox="1281 386 2466 644">• Following the completion of building works, a review of the Adams Court scheme has taken place in collaboration with Building Compliance and the Responsive Repairs Unit. The site continues to be developed with any snagging issues being dealt with promptly by the contractor who is still on site.<li data-bbox="1281 711 2466 911">• There has been a delay with the completion of Harrison Drive due to issues with contractors, this is a Housing Association project. Ongoing meetings are taking place. Completion of the project will now be carried forward into 2023/24.<li data-bbox="1281 978 2466 1186">• Phase 2 closures have been completed. One scheme will continue into Phase 3 closures as part of a shared project with Cardiff & Vale University Health Board Mental Health, the plan is for it to transition in full to the Health Board by March 2024.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (1of 2)
<p data-bbox="78 658 122 839">Page 249</p> <p data-bbox="78 386 1123 472">Prevent youth homelessness and ensure that young people leaving care are supported by:</p> <ul data-bbox="78 536 1217 1133" style="list-style-type: none"><li data-bbox="78 536 1217 625">• Reviewing and enhancing advice and mediation services, with particular regard to young people;<li data-bbox="78 689 1217 778">• Considering targeted interventions and support for school-aged children and their families;<li data-bbox="78 842 1217 982">• Ensuring the young person’s gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;<li data-bbox="78 1046 1217 1133">• Developing the Citadel supported housing scheme for young people with complex needs	<ul data-bbox="1289 411 2448 1153" style="list-style-type: none"><li data-bbox="1289 411 2448 601">• Following a full Review of Mediation Services for Young People, Llamau will provide a dedicated mediation service for young people and Young Persons prevention officers within Cardiff Council will carry out assessments<li data-bbox="1289 665 2448 701">• The Youth Advice Hub will be carried forward into 2023/24.<li data-bbox="1289 765 2448 905">• Funding has been secured for a dedicated Young Person’s Money Advisor, Employment Mentor and Prevention Officer in readiness for when the Youth Hub opens.<li data-bbox="1289 969 2448 1153">• The development of an app for schools is being rolled forward to next year. It has now turned into a larger piece of work to incorporate all young person services, not just youth homelessness.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (2 of 2)
<p data-bbox="78 586 122 772">Page 250</p> <p data-bbox="78 386 1123 472">Prevent youth homelessness and ensure that young people leaving care are supported by:</p> <ul data-bbox="78 539 1217 1136" style="list-style-type: none"><li data-bbox="78 539 1217 629">• Reviewing and enhancing advice and mediation services, with particular regard to young people;<li data-bbox="78 689 1166 779">• Considering targeted interventions and support for school-aged children and their families;<li data-bbox="78 839 1200 986">• Ensuring the young person’s gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;<li data-bbox="78 1046 1200 1136">• Developing the Citadel supported housing scheme for young people with complex needs	<ul data-bbox="1289 237 2461 1332" style="list-style-type: none"><li data-bbox="1289 237 2461 525">• New Young Persons Gateway (YPG) contract is now in place with Llamau being the successful provider. There is now increased information sharing between Children’s Services and Housing with some changes to internal processes being made in order to capture Children’s Services specific information (e.g. Care First number) to allow better partnership working.<li data-bbox="1289 586 2461 832">• Two Housing First projects are being developed with Cardiff Council Housing First working with 4 young people who are either accommodated under the scheme or pending allocation of accommodation. Llamau’s My Way Home Scheme also runs a Housing First scheme with 5 clients being supported<li data-bbox="1289 893 2461 1332">• With regards to the Citadel, due to site constraints, the original proposal for a traditional construction method was not deemed suitable and the scheme needed to be redesigned. Therefore, we are now proposing a modular construction, where the majority of the building is constructed off-site and craned into position when built. This will help speed up the construction period and help overcome the limited space on site. Wates are looking to start construction August/September this year, with the view to complete August 2024.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Continue to improve our specialist pathways for refugees by:</p> <p>Page 251</p> <p>Building on the improved communication with the Home Office regarding refugees</p> <ul style="list-style-type: none"> 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"> We have evaluated the number of individuals with No Recourse to Public Funds (NRPF) that are currently accessing temporary accommodation to understand their eligibility status and any potential support needs in securing accommodation. We have reviewed each case and are making plans to move on all low or medium need clients, and linking in with Adult Services on the complex needs clients (6 in total) For individuals that come from the EEA, further support will be provided to ensure eligibility can be secured through working status. This will significantly reduce the number of NRPF individuals accessing temporary accommodation. Following on from the success of partnership working with Wales Refugee Council during the pandemic, our Prevention Service continue to build upon this success, holding monthly meetings with the Welsh Refugee Council and are in the process of developing a new pathway into Homeless Services following Leave to Remain being granted. It is hoped that this will ensure a smoother transition into housing for those households that have recently been granted Leave To Remain in the UK.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Gain a better understanding of how homelessness affects diverse groups such as single men, those from ethnic minority communities and the LGBTQ+ community.</p>	<ul style="list-style-type: none">• Work is ongoing to better understand which individuals might be impacted in accessing our service. We have highlighted areas of our equal opportunities monitoring which can be renewed and seek to harmonise our equal opportunities data collection in the service area through consistent data collection. This will allow us to provide better data analysis in the future to ensure that no one finds barriers to service entry.• Our new data collection form is with the Equalities team for review.

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

Commitment	Q4 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">• Cabinet approval was achieved for a new partnership and professional advisers have been appointed.• The council’s approach to achieving a low carbon standard across all our new build programmes will be confirmed in the tender documents and Employers Requirements issued out to the market. The Cardiff Design Guide confirms .

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Q4 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"> • Neighbourhood Renewal Schemes for Splott Park 3G pitch & Old St Mellons were completed in March 2023. An official opening event for the 3G pitch has taken place. • Project ideas submitted by local members have been appraised and scored. A prioritised list of schemes has been signed off and all local members notified of the outcome. • 2 estate regeneration schemes- Pennsylvania & Lincoln Court have been completed. • A draft future estate regeneration scoping exercise has not been completed- due to funding constraints & tender return costs, current schemes are not progressing. The milestone is therefore rated amber.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Q4 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">• The Rhiwbina Wellbeing Hub scheme is complete, open and an official opening event took place in March 2023.• Detailed design work for the City Centre youth hub project is ongoing. There have been some delays with the appointed design team due to complexities with gaining access to carry out technical surveys on the building. The milestone is therefore rated amber.• Currently exploring with Public Health Wales to actively recruit Screening Champions from ethnic minority backgrounds to engage directly with their own communities. Plans are underway to develop A5 flyers to be used at over 50's job fair with QR codes, directing those that speak Arabic, Bengali, Somali, Urdu to the translated Bowel Cancer UK instructional videos. Initial talks have taken place with PHW to explore the possibility that these flyers are sent out with every Bowel Cancer Test Kit that gets distributed in Wales.

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

Commitment	Q4 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"> • A comprehensive direct and indirect falls prevention programme is happening across Community Hubs and on-line for those who are unable to physically attend. This includes LIFT classes, tai chi and Elderfit but also classes and groups that improve core strength for older people such as Ladies Fitness Movement at Butetown Pavilion Hub, WISP Judo at St Mellons Hub, Boccia at Ely and Caerau Hub and Whitchurch Walking Group at Whitchurch Hub. • The activity groups are designed to appeal to a large demographic and reduce the risk of falls, without explicitly targeting older people.

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

Commitment	Q4 Update
<p>Progress with delivery of Community Hubs programme -2022 Refurbishment to Rhiwbina Library.</p>	<ul style="list-style-type: none">• The Official launch of Rhiwbina Hub took place on the 24th March. Very positive feedback has been received from the community on the newly refurbished facility. Initial customer requests include gardening groups and themed children's activities.• General Advice clinics have been launched and Older Person Advice programme is in development for future roll out following recruitment.

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

Commitment	Q4 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 3 year programme of small-scale Transforming Towns - Placemaking schemes have been approved and these are being worked through. • Large scale strategic projects are being scoped- the first Cowbridge Rd East has been the subject of initial community engagement in March 2023.

age 258

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

Commitment	Q4 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>	<ul style="list-style-type: none">• Given the current issues in the construction industry as a whole, in particular in terms of costs and contractor certainty, coupled with planning and SAB delays it has not been possible to achieve a full spend of our allocation this year. Welsh Government have issued the out-turn SHG spend in Cardiff as circa £35m against an allocation of £36.2m.• The GAP analysis database was updated for April 22/23 and circulated to all RSL development partners. It will be reviewed and updated as appropriate for the new financial year 23/24.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Q4 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">• It has not been possible to produce a GAP analysis for supported accommodation as the same data is not available/or workable in the same format for specific client groups, for example current stock, annual lets etc are not relevant.• However, robust information on supported accommodation housing needs will be included in the new Local Housing Market Assessment, due to be published early in 23/24.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p data-bbox="71 654 122 831">Page 261</p> <p data-bbox="122 739 886 773">Implement the new Renting Homes Act (2016).</p>	<ul data-bbox="1279 288 2456 1230" style="list-style-type: none"><li data-bbox="1279 288 2456 525">• Ongoing fortnightly meetings are taking place, the meetings are chaired by the Housing Strategy Manager to discuss the progress of the project plan. A separate project plan was developed to concentrate on actions required and completed for supported and temporary accommodation.<li data-bbox="1279 539 2456 831">• Key procedures and processes have been updated. There are a few ongoing tasks to finalise the remainder of the workstreams for general needs housing. The project team will then expand to other service areas such as Temporary and Supported accommodation, Homeless Leasing Scheme and Private Rented Sector Leasing Scheme.<li data-bbox="1279 845 2456 982">• Weekly monitoring working group meetings are ongoing, the project team are providing support on the interpretation and application of the new legislation.<li data-bbox="1279 996 2456 1230">• A monitoring system has been developed concentrating on reviewing the work officers have completed using the new legislation. This will ensure the Council is compliant and also provide the opportunity to provide support and further training in certain areas.

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

Commitment	Q4 Update
<p>Page 209</p> <p>Develop a new Housing Strategy for Cardiff.</p>	<ul style="list-style-type: none">As Development of the Strategy has been delayed an action plan has not yet been drafted.

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

Commitment	Q4 Update
<p>Expand the Local Action Team (LAT) and encourage local community engagement.</p>	<ul style="list-style-type: none">• New posts within the Local Action Team have been filled and the teams are working well within communities.• Survey's have been issued to residents to review the services that Housing Services provide to tenants and seek opportunities of further joint working to assist tenants in sustaining their tenancies. The information is currently being analysed. Results of the survey will be available in Quarter 1 2023/24.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Page 22 of 54</p> <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">• The Hoarding sub-group and the fortnightly Case Reference groups are the foundations for Hoarding MDT. To date this has produced positive outcomes for service users, including one Council tenant and one private household. This has also prevented enforcement action and legal costs associated with this.• Membership for the MDT has increased to include Shared Regulatory Services.• The team has expanded following the temporary part time post which will run until August 2023, supporting private households with hoarding issues. Cases are currently being monitored to determine service demand and any associated costs. Consideration could be given to make existing arrangements permanent once the evaluation is completed.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Progress with the recladding of 3 high-rise blocks at Lydstep flats in Landaff North</p> <p>Commence the proposed second phase of the recladding programme at Nelson and Loudoun House in Butetown.</p>	<p>Lydstep Flats</p> <ul style="list-style-type: none">• Work is progressing well. Completion early Autumn. <p>Nelson & Loudoun</p> <ul style="list-style-type: none">• The appointment of project consultants will hopefully conclude in May 2023. Procurement for scheme contractor can then commence.

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

Commitment	Q4 Update
<p>Page 205 206</p> <p>Seek funding to progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.</p>	<ul style="list-style-type: none">• Welsh Government funding award confirmed March 2023. Process to appoint contractors to deliver works is progressing.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update (1 of 2)
<p data-bbox="78 658 1225 815">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 data-bbox="1281 462 2474 1105" style="list-style-type: none">• Demand within the Responsive Repairs Unit (RRU) remains high and works are continuing to be reported for all trades. Work is being contracted out to deal with particularly high demand with specific trades.• Original backlog works issued to contractors are now cleared - the team is looking at ways to deal with increased workloads with least effect on new incoming work timescales.• The Pool of Small Contractors framework for individual trades will be appointed in the Summer to assist framework contractors and in house workforce further enabling the teams ability to meet demand.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update (2 of 2)
<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">• Further recruitment to the Responsive Repairs Unit technical teams includes 2 carpentry 2 plastering and 2 painter / decorators.• To address the surge in demand on damp and mould cases, a new team has been created. This will include a new Qualified Technical Manager. This will form part of a bespoke team who will monitor and progress any damp cases through to completion and follow up. A programme of workstreams has been created which includes tenant liaison, report monitoring and training with a view to applying a holistic approach to damp and mould cases, addressing the issues as a whole case not separate jobs

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Creating safe and inclusive communities

Commitment	Q4 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>	<ul style="list-style-type: none">• Alley Gate installations for Canton & Penylan are due in May.• A Public Space Protection Order (PSPO) prioritisation exercise has been completed.• 27 Public Space Protection Order reviews have been completed.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Work to improve and develop services within the Gypsy & Traveller sites</p>	<ul style="list-style-type: none">• The Gypsy and Traveller Allocation policy is still in development. This work will now be carried over into 2023/24.• There have been barriers in developing new Health & Education services on site, particularly with some third sector organisations. There is an ongoing perception of risk in accessing the site. The service continues to work closely with South Wales Police in regards to safety on site.• In order to accommodate Health and Education Services on site, a Design Planner from the Development and Regeneration department has been engaged to look at the feasibility and to create a design concept to replace the existing office facility. Additional space is required in order to accommodate services being introduced to sites eg: health, education and support services.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment (1 of 2)	Q4 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"> • The Into Work Advice Service has supported 228 guests this year. 87 guests have been supported into accommodation and 120 have been supported with training. 14 guests have signed up with Cardiff Works and 26 are accessing volunteering opportunities. • Our Housing Support Workers have been continuing to support Ukrainian families with a total of 32 families moved into PRS to date. We have a further 12 families being supported to secure PRS accommodation.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment (2 of 2)	Q4 Update (2 of 2)
<p>Page 272</p> <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. <p>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> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Partnership work between the Housing Support Workers and the Refugee Support Team continues and remains instrumental in ensuring appropriate information sharing. Weekly meetings have allowed the teams to target those clients most suitable and most in need for move on and has provided positive outcomes. • Landlords continue to be supportive of the needs of this client group in securing accommodation.

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

Commitment	Q4 Update
<p>Page 25 25 3</p> <p>Develop a public housing decarbonisation strategy to compliment the council's One Planet agenda.</p>	<ul style="list-style-type: none">• Dedicated additional resource has been identified to create a plan to tackle / priorities carbon reduction which will be complete in 2023/24.• Decision made to decarbonise low rise blocks of flats with External Wall Insulation and PV panels -pilot blocks underway.• Electric vehicles due for delivery by 31/03/23 for the Responsive Repairs Unit.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Review the apprenticeship posts within Responsive Repairs Unit and introduce the Responsive Repairs Academy</p>	<ul style="list-style-type: none">• 2 new trainees have been appointed to work alongside our in house workforce.• RRU Academy Manager and Support staff are progressing training and mentoring plans whilst creating useful links with other departments and external training providers.• Recruitment is ongoing and all apprentices that completed their apprenticeship have or will be able to apply for a post within RRU.• One of our Gas apprentices was awarded CAVC Apprentice of the year 2023. Academy Team attended the awards ceremony to introduce and link up with future partners.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Review processes within the Responsive Repairs Unit in preparation for a new repairs online system</p>	<ul style="list-style-type: none">• Work for the soft launch for Repairs Online is progressing well.• Developments are ongoing and regular meetings with all teams are in place to ensure we can implement soft launch for staff and hubs for routine works (Phase1) in July 2023.• Data cleanse is being carried out of all RRU data within the SAP and DRS systems to ensure any reports run and core data is correct and meaningful.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update (1 of 2)
<p data-bbox="71 586 122 768">Page 278</p> <p data-bbox="71 725 1014 768">Develop digital methods of service delivery in housing.</p>	<ul data-bbox="1276 294 2466 1293" style="list-style-type: none"><li data-bbox="1276 294 2466 482">• The Project Team have done some initial testing of Housing Repairs Online. Part of the NEC Repairs Housing Online handover was delayed due to a technical issue, therefore, part of system build has only recently commenced.<li data-bbox="1276 544 2466 786">• A soft launch has been agreed for August_2023 for Housing Repairs Online. The platform will be advertised prior to the launch. The project team will initially target existing Housing Online users also utilising Housing & Communities Staff to support contract holders with the new platform.<li data-bbox="1276 848 2466 1033">• Work has started on scan stations and “my scan” being converted to accept housing documents. This will initially be for the housing waiting list. Once this has been added to the database this can be advertised.<li data-bbox="1276 1095 2466 1293">• Docusign is being rolled out to the Debt Enforcement team followed by the other housing teams who will use Docusign on tablets whilst out visiting customers. Training has also been arranged for staff.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update (2 of 2)
<p data-bbox="71 654 122 839">Page 277</p> <p data-bbox="96 731 1014 773">Develop digital methods of service delivery in housing.</p>	<ul data-bbox="1279 439 2466 1130" style="list-style-type: none"><li data-bbox="1279 439 2466 574">• The new Live Chat platform is in early stages of development, an initial meeting has been held with the ICT team. The next phase will be costing the project, including the licence.<li data-bbox="1279 639 2466 773">• The Housing website is in the latter part of development and will be launched in due course. There have been some delays due the changes in the Renting Homes (Wales) Act and build delays.<li data-bbox="1279 788 2466 873">• A review process will commence to measure how successful the digital projects have been so far.<li data-bbox="1279 945 2466 1130">• The collating and transforming of data for Housing & Communities on to power Bi dashboards is ongoing. This process will be completed in a few weeks, the full build of the dashboards on the second and third phase will commence in due course.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Investigate further the Digitalisation of Benefit services, fully reviewing the Risk Based Verification (RBV) policy and technology and Hybrid Mail contract</p>	<ul style="list-style-type: none">• Risk based Verification (RBV) is no longer being used from 1/4/23. RBV had its advantages, but these have been reducing due to Cardiff's changing caseload of housing benefit and council tax reduction claims. Risk Based Verification was not reducing the time taken to assess benefit claims. All new claims and change of circumstances received from 1/4/23 will be verified using standard evidence verification. Training on new procedures has been given to all relevant parties.• The current Hybrid Mail contract is due to end in September 2023. A tender pack has been created in conjunction with procurement and been sent out to all companies via the relevant framework