

COUNCIL:

28 JULY 2016

Item 10 – LEADER & CABINET MEMBER STATEMENTS

1. Leader Statement and Economic Development & Partnerships
2. Deputy Leader and Early Years, Children & Families Statement
3. Education Statement
4. Transport, Planning and Sustainability Statement
5. Community Development, Co-Operatives and Social Enterprise Statement
6. Skills, Safety and Engagement Statement
7. Environment Statement
8. Health, Housing and Wellbeing Statement
9. Corporate Services and Performance Statement

COUNCIL: 28 JULY 2016

STATEMENT OF THE LEADER

Cardiff Business Improvement District (BID)

It was announced on 1 July 2016 that businesses in the city centre had voted in favour of creating a new Business Improvement District (BID) for Cardiff. The results of the ballot held during June 2016 were provided by Electoral Reform Services and showed that 84% of those businesses who voted were in favour of the BID. The new Cardiff BID is a private sector-led initiative, which is expected to see businesses investing £7.5m into the city centre over the next five years to support the priorities determined by city centre businesses and set out in the BID business plan. This additional investment will assist in making the city centre even more vibrant and welcoming, and will benefit tourism, visitors to the city and Cardiff residents. The Council is committed to working in partnership with the private sector and will play a key role in supporting the BID, in particular through the work of the City Centre Management team. I also look forward to joining the Director of Economic Development in representing the Council on the board of the Cardiff BID.

Core Cities Cabinet Meeting

The Core Cities UK Cabinet met on 12 July 2016 in Newcastle to discuss the impact of the EU referendum vote to leave the UK on the economies and communities of member cities. It was agreed that an open letter would be sent to the new Prime Minister requesting that member cities should have a voice in the negotiation process on the UK's formal withdrawal from the EU. The letter also outlined a vision and a strategy on how this process can best be undertaken in order to provide greatest benefit to cities across the UK.

Core Cities UK also agreed to emphasise publicly that the 10 member cities are welcoming, tolerant and diverse communities whose economies and societies have benefited from migration, not just from the EU, but from all over the world. I also want to further reiterate the sentiments that were outlined in the cross-party statement issued by the Council on 27 June 2016, which underlined Cardiff's commitment to continuing to be an open, tolerant and international city.

Menter Caerdydd

On 13 July 2016, I attended an event held at the Senedd to launch a report entitled, 'An Assessment of Menter Caerdydd's economic value to Cardiff'. The Welsh Government Minister for Lifelong Learning and Welsh Language, Alun Davies AM, was also present at the event. Members will be aware that Menter

Caerdydd does a fantastic job in showcasing the best of Welsh culture, raising awareness of the language and demonstrating that Welsh is a thriving and vibrant language in Cardiff.

The report, which was commissioned by Menter Caerdydd and undertaken by Arad Research, estimated that the total economic value of the work of Menter Caerdydd to the Capital City of Wales was £1.9million in 2014-15. In addition, visitors to the annual Tafwyl festival spent, on average, an estimated £46 on goods and services from Cardiff-based businesses, thereby generating an indirect economic value of just over £1million for the city. This underlines the successful partnership that has existed between the City of Cardiff Council and Menter Caerdydd over the past ten years. The Council is committed to raising the profile of the Welsh language across the city and will continue to work with Menter Caerdydd and our other partners to realise our vision of a bilingual Cardiff.

Councillor Phil Bale
Leader of the City Council
27 July 2016

COUNCIL: 28 JULY 2016

EARLY YEARS, CHILDREN AND FAMILIES STATEMENT

I am very pleased to be able to report strong overall progress in relation to Children's Social Services during the last 12 months, reflected again in the first quarter of the current financial year.

Corporate Parenting

The Council will today receive my Annual Report on behalf of the Corporate Parenting Advisory Committee which sets out the significant progress that has been made in delivering our commitments as a council to looked after children, care leavers and those children who we continue to support in the community who are most in need. This has involved in depth consideration of a very wide range of statutory functions including Adoption; Residential Care; Care Leaver services; Children's Rights; Advocacy; Complaints; Safeguarding; Education, Training and Work Placements; Social Work practice; Housing and Accommodation; Fostering; Regulatory Inspections; Commissioning; and performance management.

Above all, I am pleased that we have continued to listen directly to Looked After Children and young people and that this area of the committee's work is beginning to assume the greater significance it deserves. Perhaps most telling has been the modesty of children and young people's expectations contrasted with the scale and significance of the struggles they face as they approach independence. By any everyday standards, their challenges are formidable and my challenge to all Corporate Parents is that we should all support them to aim higher and expect more, rather than just cope, which is still too often the case. Against the backdrop of the recent 25th anniversary of the UN Convention of the Child, our approach must be driven more clearly by the needs of Looked After Children and Care Leavers as voiced by them.

So, in this context, the development of the Council's first Corporate Parenting Strategy was, for me, an important milestone in the Committee's work programme.

As Members will know, Children's Services received a very positive report following CSSIW's whole service inspection in January of this year and this very much endorsed our overall direction and improvement programme. I am pleased to say that the pace has not slackened since then and that much has moved on and been followed through.

Multi-Agency Safeguarding Hub (MASH)

The MASH Team is in place at Cardiff Bay Police Station, with colleagues from the Police, Probation, Health and Children's Services all working together as they bring together the full suite of MASH arrangements and ICT; MASH will be launched in the Autumn once all systems are embedded. This has probably been the shortest implementation period of any previous MASH and is a real testament to inter-agency and staff determination to see it on the ground.

Agile & Mobile Working

All the main casework teams in Children's Services are now operating as mobile workers (as are adults' teams), touching down at various Hubs throughout the city, and have relocated from Global Link. Again this is a major logistical achievement in a short period of time whilst continuing to meet the demands of the service without a hitch. Social workers can now spend more time working with families and less in front of fixed computers.

Child Sexual Exploitation

In both strategic and delivery terms, I am particularly reassured that matters have moved on substantially in relation to Child Sexual Exploitation (CSE). We now have a strategy – very effectively captured in the symbolic strap line – “Not in Our City. Not to Our Children”. Members wanting to get an insight into what is happening on the ground can hear from our excellent CSE Lead Manager Jan Coles on the Council's website and I urge you to view it. You will also be pleased to know that we have committed to supporting the work of the recently established new team for the foreseeable future as part of our joint strategy with the police.

Back to Real Social Work

The service has also initiated the introduction of its new approach to social work with children called 'Signs of Safety'. This model is already established across the UK as a best practice approach and has evidenced real results in supporting families more effectively. It is also a highly values driven approach that closely aligns to the Care Council's best practice principles for social work and the underpinning principles of the Social Services and Well Being Act.

Councillor Sue Lent

Deputy Leader & Cabinet Member (Early Years, Children & Families)

27 July 2016

COUNCIL: 28 JULY 2016

EDUCATION STATEMENT

Schools Funding

The latest Welsh Government annual statistical bulletin comparing local authority budgeted expenditure on schools positively reflects this administration's commitment to education as a key priority.

The comparative statistics show that in this financial year:

- Cardiff has the second largest percentage increase in education net revenue expenditure in Wales at 3.7% (Newport has the highest at 4.1% whilst Flintshire has the largest decrease of 0.8%).
- Cardiff also has the second highest increase in gross schools expenditure at 3.8% (Neath Port Talbot has the largest increase of 3.9% in gross schools expenditure with Monmouthshire having the largest decrease at 1.3%).
- Whilst overall in Wales delegated schools budgets increased by 1.6% compared with the previous year, schools delegated budgets in Cardiff increased by 5.7%, the highest increase in Wales. The next highest increase was Newport at 4.6% & the largest decrease was Powys with 2.1%). This now means that Cardiff also has the highest delegation rate at 88.2%

Specialist provision for primary aged pupils with Speech and Language Difficulties and with Behavioural Emotional and Social Difficulties

It was resolved by Cabinet on 14th July to carry out further investigation into the most effective way to meet speech, language and communication needs in Cardiff with the aim of bringing forward revised proposals. As part of this the Authority would undertake further engagement with schools and other stakeholders in relation to early intervention for children with behavioural emotional and social needs.

SOP update

- **Adamsdown primary Extension** – On site with all Steels completed & block work underway. Currently on programme and on budget for completion of main building 11th August 2016. Adamsdown Primary School also became the 100th scheme registered by Cardiff Council with the Considerate Contractors Scheme.

- **Ysgol Y Wern Extension** – Commenced on site. Foundation Phase works prioritised for Sept 2016.
- **Eastern High** – Started on site and demolition completing alongside.
- **Michaelston Community College** – Alterations to the school to enable Glyn Derw Pupils to be transferred in January 2016 were completed and some further alterations taking place over the summer.
- **Fitzalan High School** – Science demountable now complete and refurbishment of previous labs underway over the summer.
- **Primaries** – Morgan Sindall have been appointed for the construction of 3 x 2FE Primary Schools (Hamadryad, Howardian and Glan Morfa).
- **High School in the West** - Work underway on preparation of brief and involvement of newly establish Creative and Cultural partnership. Tenders for the contractor are expected to be invited early autumn.

Estyn Inspections

Adamsdown Primary School – a welcome follow up inspection report by Estyn means that Adamsdown Primary will no longer require high-level support and monitoring after making “strong progress”. Inspectors said the school had “a more widespread culture of continuous improvement”.

Severn Primary School – got a rare double “excellent” from Estyn following their recent inspection. The Inspector commented at that the overall progress that nearly all pupils make in their development relative to their starting points is exceptional. Severn’s achievements are set against a backdrop of a 24% free school meal eligibility and around 76% of its pupils speaking English as an additional language.

Estyn’s Inspection of Central South Consortium

Education watchdog Estyn said the Central South Consortium had “a clear vision and strategy to improve schools”.

Estyn also praised the development of a number of new initiatives – including professional learning “hubs” and a group of specialist schools leading on the Foundation Phase. On the leadership they stated “Senior leaders in the five local authorities and the senior management team in the consortium have a clear shared strategic vision for the regional school improvement service. These elected members and officers have worked effectively together to develop this strategic vision and to put in place the appropriate governance structure to drive this forward.”

SHEP

School Holiday Enrichment Programme (SHEP) will be run at the following schools: Baden Powell, Hywel Dda, Meadowbank, Millbank, Moorland, Ninian Park, Riverbank, Severn Primary Schools, Ysgol Coed y Gof, Ysgol Nant Caerau, Fitzalan High School. There will also be a community initiative run in Albany Church.

SHEP aims to enhance children's quality of life and reduce learning loss during the summer holiday period. The project is designed to help reduce the isolation and hunger often experienced by families in the school holidays.

The project is a multi-agency venture and the partnership approach has the potential to help address health inequalities such as obesity through education, physical activity and the provision of wholesome food. There is a clear link between food and academic attainment – particularly in areas of poverty and among primary-age children.

School Visits

Over the last month I have visited Michaelston College, Baden Powell Primary School, Gabalfa Primary School, Glan Ceubal Primary School, Woodlands & Riverbank Special Schools.

Cardiff 2020

A successful launch of Cardiff 2020 was held with businesses, teachers, young people and governors. Around 350 people attended the event. In terms of social media 1.4m people reached since 15th June through the tweets and there was online interest in the Cardiff 2020 vision form all across the world.

Councillor Sarah Merry
Cabinet Member (Education & Skills)
27th July 2016

COUNCIL: 28 JULY 2016

TRANSPORT, PLANNING & SUSTAINABILITY STATEMENT

Radyr Weir

I am pleased to have been able to officially open the Radyr Weir Hydro Scheme this week. The scheme will harness the power of the water from the River Taff to generate renewable electricity - the equivalent of 550 homes each year. Radyr Weir Hydro scheme is the largest of its kind in Wales and will remain in operation for at least the next 25 years.

As well as generating electricity, the scheme has delivered further environmental benefits. These include; incorporating a state of the art fish and eel pass, allowing a greater number of migratory salmon to travel upstream to spawn, as well as a new improved picnic area alongside the Taff Trail.

**Councillor Ramesh Patel
Cabinet Member (Transport, Planning & Sustainability)
28 July 2016**

COUNCIL: 28 JULY 2016

**COMMUNITY DEVELOPMENT, CO-OPERATIVES AND SOCIAL
ENTERPRISE STATEMENT**

Alternative Delivery Model – Leisure Services

As Members will be aware, the Cabinet approved a recommendation on 27 July 2016 to form a new partnership between the City of Cardiff Council and a leading UK leisure operator, which will ensure that the Council's leisure centres remain open for business for the next 15 years.

Greenwich Leisure Limited (GLL) – a charitable social enterprise which operates more than 200 leisure facilities across the UK – has been approved as the preferred bidder to manage and run all but one of the Council's leisure centres. These are:

- Llanishen Leisure Centre;
- Eastern Leisure Centre;
- Fairwater Leisure Centre;
- Western Leisure Centre;
- Pentwyn Leisure Centre;
- Maindy Leisure Centre;
- STAR Hub (leisure facilities); and
- Penylan Library and Community Centre.

With budgets under severe pressure and leisure being a non statutory service, the Council has to create new partnerships and ways of working which can deliver these types of services to the high standard that our residents have become accustomed to.

This proposed partnership with GLL will ensure that the current annual subsidy to the service of £2.5million will be removed by 2019/20. In sum, it will deliver around £32million of savings over the next 15 years with risks borne by the operator. At the same time, the partnership will ensure that Cardiff residents continue to enjoy a range of high-quality leisure services, despite the continuing agenda of austerity.

All staff employed at the leisure centres will transfer to the new company via TUPE legislation – ensuring that staff terms and conditions on transfer remain the same as other council employees. Staff will receive at least the Living Wage, as defined by the Living Wage Foundation, which is £8.25 an hour. That's over £1 more an hour than the national minimum wage for those over 25 years of age. The Local Government Pension Scheme will be maintained for all

existing staff and any new workers employed by the company in the future. The Code of Practice of workforce matters has been applied and agreed as part of the contract.

The recommendation to partner with GLL follows a Task and Finish exercise by the Economy and Culture Scrutiny Committee in 2015, which helped shape how the Council's leisure facilities will be run in the future. Additionally, the Scrutiny Committee considered the proposed recommendation on 21 July 2016 and commented accordingly, recognising the rationale behind the recommendation.

As part of the approved recommendation, there will be substantial investment by the company to improve the facilities at the centres over the contract term while maintaining current service levels. A Project Liaison Board will be established, including councillor representation, to further help develop this partnership approach. An additional safeguard will be the establishment of a strong client function to ensure close monitoring of the contract.

This approved recommendation will ensure that Cardiff's leisure facilities continue to remain open, with new investment planned and additional sports provision planned in the future. This is a positive outcome for Cardiff that delivers long-term savings for the Council, while safeguarding the ability of leisure services to play a vital role in contributing to the well-being of local communities.

Fairwater Hub Official Opening

The official opening of the Fairwater Hub took place on Friday 15 July 2016 and included a community fun day. There was a great turnout for the event, which included information stands, music, story times for children and an animal corner with chickens, rabbits and a skunk. Pupils from Ysgol Coed Y Gof also entertained guests and visitors with their lively singing.

The Hub has been created by extending and upgrading the former Fairwater Library building and includes a new IT suite, private interview rooms and a meeting room. The new facility now offers a range of services, including library provision with a quiet area and space for children's events; housing and benefit advice; money advice; free internet and WiFi access, and free phones to contact council and other services. Into Work advice is also available, as well as information and events provided by Communities First. Trained staff are on hand at the Hub to help people access services, while partner organisations also visit the Hub to provide specialist help and advice.

Councillor Peter Bradbury
Cabinet Member
Community Development, Co-operatives and Social Enterprise
27 July 2016

COUNCIL: 28 JULY 2016

SKILLS, SAFETY & ENGAGEMENT STATEMENT

Member Survey

I would like to thank the 44 Members of Cardiff Council for the time they invested in responding to the 2016 Member Development and Support Survey.

The Survey asked Members for their views on:

- the effectiveness of Member Induction and subsequent Member Development activities,
- on the general and specialist support they receive,
- on their work life balance and the pressures they face in being Members of Committees, and
- on how far they see the Characteristics of Effective Scrutiny in evidence in Cardiff.

Some of the initial findings of the Survey were reported to last week's Democratic Services Committee, and will be presented to the Scrutiny Chairs after the summer recess. I will arrange for the report to be sent to all Members soon.

The responses will have an immediate impact in shaping Member support and development activity for the remainder of this term. In the medium term the results will inform arrangements for the Review of Scrutiny and for the Programme of Member Induction following next May's Council elections.

In the long term, the Survey will provide a developing picture of how support to Members and the Council's wider governance are improving, and will continue to shape the Council's future priorities in this area.

Ask Cardiff Survey

The annual Ask Cardiff Survey went live on 19 July 2016. Cardiff residents are encouraged to share their views on Council services and their overall satisfaction with the city. This year's survey has a particular focus on people's well-being – their happiness and healthiness in everyday life. In addition to informing the development of specific budget proposals for 2017/18, which will be subject to consultation later in the year, the results of the survey will inform both the work of the Cardiff Public Service Board and the development of the Council's well-being objectives in accordance with the requirements of the Well-

being of Future Generations (Wales) Act 2015. The survey is available to complete online at:

www.cardiff.gov.uk/askcardiff / www.caerdydd.gov.uk/holicaerdydd

Alternatively, hard copies of the survey are available in community buildings across the city. The closing date for completion of the Ask Cardiff Survey is Sunday 11th September 2016.

Councillor Dan De'Ath
Cabinet Member (Skills, Safety & Engagement)
27 July 2016

COUNCIL: 28 JULY 2016

ENVIRONMENT STATEMENT

Waste Management

I am pleased to say that we have successfully launched our new waste and recycling reminder App, in addition we have improved the tidy reminder service with a new cheaper service and also added in an email reminder function. Take up is growing week by week and just over 9000 people have made the switch within the first few weeks. (22,000 on the old system)

Progress on the seeking a new reuse partner is progressing well. The tender process is now underway to find a community based partner that will provide free households collections for bulky reusable items and also deliver a reuse shop facility within Cardiff.

We have also been looking at new materials to provide residents for recycling. Very soon residents will be able to recycle their carpets and mattresses at our Household Waste Recycling Centres. Typically these are difficult materials to recycle, but we have worked with local re-processors to find outlets as part of our commitment to increase recycling.

Enforcement

We now have a new team of 2 officers with a further one to be recruited. A total of 65 fines have already been issued since the 1 June 2016.

Infrastructure Services Alternative Delivery Model (ADM)

I am pleased to confirm that following Cabinet's approval of the Infrastructure Services Alternative Delivery Models report in June, good progress is being made on the implementation of the two complementary programmes of change proposed by the report. In respect of Neighbourhood Services, a programme for achieving an improvement in the street scene over the forthcoming months is being prepared. This will include the deployment of additional Cleansing and Highways resources across the city, as well as an additional Enforcement Team which is focused on tackling Local Environmental Quality crime such as littering. I will provide more information on this initiative at the next Council meeting in September.

I can also confirm that immediate actions are being taken to address the impact of seagulls attacking commercial waste bags in the city centre which has been widely reported in the media. These include: the provision of more bin

containers for the presentation of commercial waste; more education/enforcement and additional waste removal teams.

Rent Smart Wales

The Rent Smart Wales team, based at Willcox House, received a visit from myself and Welsh Government Cabinet Secretary for Communities and Children, Carl Sargeant recently, to see the progress being made with ensuring that all private landlords in Wales sign up to the mandatory registration and licensing scheme.

15,479 registrations and over 1100 licence applications have been issued since the scheme launch. Activity levels including call volumes and application submissions are increasing on a monthly basis.

Bereavement Services

On 7 July 2016 the Cardiff WWI Memorial Woodland was officially opened by the Lord Mayor at a ceremony involving School children from across the City, along with a number of Dignitaries and invited guests. The area provides a lasting memorial in memory of all those from Cardiff who served and died during the Great War and provides a number of newly planted trees, interpretation boards and the 'Life Cut Short' memorial.

Parks

I am delighted to report that Heritage Lottery have confirmed that the Council's Parc Cefn Onn Access Project, " Into the Garden and Beyond " which forms part of the Council's Parks Partnership Programme has been approved. This will see the Council being awarded a grant of 460k against a total project value of 660k. I am very excited about the project which will see improvements that include the restoration and interpretation of historic features, improved access including footpaths, signage and the introduction of a concession for all terrain mobility scooters and for the use by users with ambulatory disabilities.

You may also be aware that following recent media activity Keep Wales Tidy have confirmed that following independent assessment earlier in the summer, the Council has been successful in retaining green flag status for its nine existing sites, these being Roath Park, Bute Park, Grange Gardens, Runmey Hill Gardens, Parc Cefn Onn, Victoria Park, Cardiff Bay Barrage, Cathays Cemetery and Thornhill Cemetery & Crematorium. Keep Wales Tidy also confirmed that the green flag assessment for Flat Holm Island was successful and the Council will be awarded a tenth green flag for this site.

I am also pleased to advise that Flat Holm Farmhouse and the Lighthouse Keepers Cottage have also achieved a Green Key Award for environmental tourism, Green Key is the largest global eco-label awarded to more than 2,300 tourism providers in 47 countries worldwide. Green Key is run by the Foundation for Environmental Education (FEE) and is managed in Wales by the environmental charity Keep Wales Tidy, who also manage the Blue Flag and Eco Schools programmes.

Finally, it has been very pleasing to receive very positive feedback following the opening of the Victoria Park Splash Pad last month. Children of all age groups and indeed families, city wide have been using the new facility. With the blessing of some fine weather the splash pad has attracted total user numbers to date in excess of 8,000, which is equivalent to the total annual users for the former paddling pool.

Councillor Bob Derbyshire
Cabinet Member (Environment)
28 July 2016

COUNCIL: 28 JULY 2016

HEALTH, HOUSING & WELLBEING STATEMENT

Cardiff Housing Strategy 2016-2021

The new Cardiff Housing Strategy 2016-2021 sets the strategic direction for housing provision and services across all tenures over the next 5 years. It ensures that the Council has current and relevant strategic plans in place to address housing issues.

The document has been developed to respond to increasing housing need and reducing resources due to continuing austerity measures, with the focus on prioritising and meeting the housing needs of the most vulnerable.

The Strategy references relevant Welsh Government legislation including the Housing (Wales) Act 2014, Wellbeing of Future Generations (Wales) Act 2015 and Renting Homes (Wales) Act 2016. It aligns with the 7 shared outcomes identified in the 'What Matters' Single Integrated Plan and highlights Housing's role in achieving Cardiff's vision of becoming Europe's most liveable Capital City.

The Strategy addresses a number of key areas: including plans to maximise new affordable housing development; improving the quality and management of homes in the private rented sector; reviewing and re-commissioning housing-related support; and mitigating the impact of the latest UK Government welfare reforms. It also identifies the need to develop both homelessness and older person accommodation strategies, along with a 30 year plan for housing in line with the Liveable Cities agenda.

The Strategy sets out a number of ambitious activities to be undertaken by the Council and partners over the next 5 years, which feature as 'We Will' commitments. A separate action plan will be developed setting out milestones and a monitoring framework established to track progress.

The draft Strategy was well received by the Community and Adult Social Services Committee on 6th July 2016, who welcomed the evidence-based, comprehensive, whole-system approach employed.

Formal consultation is currently underway with over 100 stakeholders from the public, private and third sectors. All Ward Members, local MPs and AMs have been asked for their comments. The 4-week consultation period runs from Friday 8th July to Friday 5th August 2016. A full schedule of consultation responses will be prepared, to include details of any subsequent changes to the Strategy document.

The finalised draft Strategy will then be presented to Cabinet for consideration on 15th September. As the Housing Strategy forms part of the Council's policy framework, it will also be presented to Full Council on 29th September for approval.

Money Advice Team

I am continually impressed with the service provided by the City of Cardiff Council's Money Advice Team. At a time when Welfare Reform is impacting on some of the most vulnerable residents in Cardiff it really is important that this service continues to provide assistance and work with partners to support individuals.

The Money Advice Team main service is provided from the Central Library Hub and it is pleasing to see that vibrant city centre building being such a success story for this council. Additionally, there are drop-in centres in 20 locations across Cardiff and home visits are available where appropriate.

The service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities, in addition to guidance on a wide range of topics such as: Welfare Benefits, Council Tax, Debt, Consumer Advice, Savings, Loans, Gas and Electricity; from partners including the Citizens Advice Bureau.

Key highlights:

- In 2015/16 the service helped 6,829 customers
- 33 customers affected by the Benefits Cap have been supported back into work
- In the first 3 months of this financial year we have already helped individuals and families claim £3,468,281 in additional benefits
- During the same period 219 customers have received Universal Credit Assistance

Some Customer Feedback

"THE STAFF TOOK THE TIME TO EXPLAIN WHAT UNIVERSAL CREDIT IS AND HOW IT WILL AFFECT ME"

"THE TEAM HELPED ME OPEN A BASIC BANK ACCOUNT. I HAD BEEN TRYING FOR MONTHS ON MY OWN AND DIDN'T GET ANYWHERE"

"THEY HELPED ME SORT MY COUNCIL TAX OUT! I WILL BE DEBT FREE IN 8 MONTHS!"

Brief Case Studies

Mr P & his mum came to the Money Advice Team very stressed and were struggling to find what benefits they were entitled to claim. The advisor completed a benefit check which identified that Mr P was eligible for PIP and Mr P's mother was eligible for Pension Credit. The Advisor applied for these

benefits on their behalf and now the household income has increased by more than £200 per week.

Mr M came in for help with budgeting whilst waiting for his first Universal Credit payment. The Advisor helped him to claim Council Tax Reduction and successfully negotiated repayment of Council Tax & Rent arrears. An Alternative Payment Arrangement was made to safeguard the tenancy. The advisor also contacted HMRC regarding a tax refund resulting in the customer being awarded £1,100. Mr M will be paying off his rent arrears with this.

The Syrian Resettlement Programme in Cardiff

I am delighted to announce that the Council is working in partnership with the Vale of Glamorgan to participate as a region in the Syrian Resettlement Programme. This continues our proud tradition of offering sanctuary to people in need of refuge from all over the world, and is in response to the commitment from Central Government to resettle twenty thousand refugees across the UK over the course of this parliament.

The Home Office programme aims to resettle some of the most vulnerable people who have been displaced as a result of the civil war. Accommodation and support will be provided to a small number of households which include survivors of violence and torture, women and children at risk, and those in need of medical care.

A Leadership Group has overseen the implementation of the programme, with input from key stakeholders and partners from Housing, Health, Education and Police, and third sector organisations. We have drawn on our knowledge and experience as a dispersal area to evaluate local resources and determine our capacity to help, with a strong focus on minimising the impact on services and receiving communities.

The Government is providing funding to participating authorities on a per person basis, to fully cover the cost of support and integration, including social care, education and health. Taff Housing Association has been appointed to provide services across the region and will work with households for the first twelve months from arrival by creating a tailored support plan to increase independence and reduce long-term reliance on services. To assist this process, it has successfully recruited a number of volunteers with a broad range of skills to help meet the complex needs of individuals, by providing assistance with translation and interpretation, for example.

We have recently received our first arrivals, and together with Taff Housing we are working hard to ensure those households are properly integrated, with a focus on support into education and employment or voluntary work. Integration is fundamental to the success of this programme and we cannot hope to achieve it without the support of receiving communities, which is why we have collaborated with a range of community-based organisations, charities and faith groups to build a strong network to complement the work of the support staff and provide innovative solutions to barriers.

I am confident that as a result of careful planning, we will deliver a highly successful programme which will make a huge difference to people whose lives have been torn apart and will afford them a precious chance to rebuild their lives in safety and security.

The Regional Partnership Board - Locality Working

I am pleased with the progress currently being made to progress partnership working in Cardiff. As part of the Social Services and Well-being (Wales) Act 2014 we have set up a Regional Partnership Board which has various delegated powers of authority to:

- secure strategic planning and partnership working between local authorities and Local Health Boards and,
- ensure effective services, care and support are in place to best meet the needs of their respective population.

The first meeting of the Regional Partnership Board took place on the 22nd April 2016 and was well attended by a range of partners including Cardiff and the Vale Local Authorities, Health, Care Representatives, Welsh Ambulance and the Third Sector. The partnership arrangements had already been established and the Board aims to build on this good work.

It has been agreed that the Board will prioritise the integration of services in relation to:

- Older people with complex needs and long term conditions, including dementia;
- People with learning disabilities;
- Carers, including young carers;
- Integrated Family Support Services;
- Children with complex needs due to disability or illness;
- Establishment of pooled funds in relation to family support functions from 2016, and care home accommodation by 2018.

For reference, the agreed Terms of Reference of the Board are available on the following link:

<http://www.cardiffandvaleuhb.wales.nhs.uk/sitesplus/documents/1143/Final%20IHSC%20ToR%20and%20Membership%20April%202016.pdf>

On the 19th July, a Shaping Future Wellbeing through Locality Working Workshop took place. The workshop was aimed at continuing the development of place-based systems across Cardiff and the Vale of Glamorgan and informing how we:

- work with communities and citizens to agree a 'vision' for what their community looks like in the future;
- collaboratively develop infrastructure and assets to support sustainable communities and integrated service delivery;
- support community resilience through facilitation of networks and opportunities for active citizenship;

- share information and maximise the use of technology across partners to highlight vulnerable citizens and provide support to maintain independence;
- commission services and align resources to deliver local outcomes.

I am a strong supporter of developing local solutions for local priorities. For me, a locality approach means us working across our organisational boundaries to join up services so people genuinely receive an integrated experience, regardless of which agency is responsible.

It was clear that there was significant enthusiasm to bring services more closely together at a local level and various ideas were shared for how we might begin to take action. A plan is being developed for consideration by the next Regional Partnership Board which is scheduled to meet in October.

The key for partnership working is for better integration throughout these organisations and this was a key theme arising from this workshop. At a strategic level we can put in place a range of changes, however, it is imperative that there is closer joined-up working throughout organisations.

There is a lot of activity taking place to improve services for individuals and their families, and I believe that only through working together can we achieve the challenges that we face over the next 5 to 25 years.

Adult Improvement Agenda

I am pleased to be able to report that a number of developments in relation to social services for adults are enabling us to continue the improvement journey initiated last autumn. The new Social Services Directorate is now getting into its stride and is much better placed to perform effectively and meet the growing scale and complexity of the challenge. Appointments were recently finalised in the newly settled senior structure, and attracted high calibre leaders who are clearly committed to taking down any barriers to partnership, whether within social services, the council or with partners. This has already strengthened our engagement with health and the UHB in terms of focusing on challenges, such as delayed transfers of care and the health and social care integration agenda.

All adults' case management teams relocated from Global Link in June, along with children's services, to county hall and are now operating as mobile workers, touching down at various Hubs throughout the city. This is a major logistical achievement in a short period of time, whilst continuing to meet the demands of the service without a hitch. Social workers can now spend more time working with families and less in front of fixed computers and managers. Staff in both adults and children's services are very positive about the difference that the county hall co-location with management and support services, such as contracting, is making already.

All Wales National Social Services Conference June 2016

I was very pleased to attend and co-chair the final day of this annual gathering of the Association of Directors of Social Services, the WLGA, Welsh Government and other stakeholders and partners. The clear and singular

messages were shared by all councils, members and Directors across Wales and included:

- Major concerns about demand-related social services pressures in a challenging financial climate
- The importance of the next 3 years in implementing the Social Services and Well Being Act 2014, and how this will transform our relationship with citizens
- The significance of the fragile domiciliary care market and the impact of the National Living Wage
- The need for more joined up commissioning across the health and social care boundary
- The need to challenge assumptions about integration and to 'keep it real' – to focus on what it means for people who need services, rather than on integration as a complex structural solution to scarcity
- The vital importance of learning from the scandal of 'Operation Jasmine' and the abuse it exposed in residential care homes
- The importance of co-production as the best way of designing services that work well and meet human rather than organisational needs

Councillor Susan Elsmore
Cabinet Member (Health, Housing & Wellbeing)
27th July 2016

COUNCIL: 28 JULY 2016

CORPORATE SERVICES & PERFORMANCE STATEMENT

Strategic Estates

The Strategic Estates Department are pleased to update that the assignment of the Global Link lease to the Local Health Board is imminent. The staff from Global Link have been relocated into County Hall and introduced to agile ways of working which has enabled the vacation of Global Link. The assignment of the lease to the Health Board is a great example of partnership working within the public sector and also makes a saving of £2.78m in terms of rental and running costs.

A new Project Manager has been recruited to lead on Community Asset Transfers (CAT). Louise Thomas commenced in post last week and will work closely with various Council services and community groups involved with CATs and help co-ordinate and expedite the processes. This is an exciting role which will ensure continuity and improvements in the way the Council delivers CATs.

Budget Strategy

The Council's Budget Strategy report will be considered this afternoon but Members' attention is drawn to Appendix 1 of the report which provides a FAQ document for easy reference. The Ask Cardiff survey is now live, which for the first time includes a number of budget related questions.

Health & Safety

The collaboration for Health and Safety Management with Caerphilly Council has been in place for the past five months and is progressing well. Key areas of work include a review of H&S Policy and Guidance as well as a review of high risk issues such as Asbestos, Fire Safety and Violence at Work. The review will consider how these risks are being managed to ensure the highest standards of protection are implemented and monitored. Health and Safety Training will be provided by Caerphilly Council from September, through the Academy providing accredited courses on a range of health and safety topics tailored to local authority services. In addition to support on Health and Safety, the collaboration has been extended to provide Occupational Health Management Support, which will provide expert advice and guidance to support in monitoring and maintaining the health of our employees. Further collaboration is planned on Health and Safety in schools, supporting school management teams to raise health and safety standards and legal compliance.

Human Resources

The following items have been discussed with Trade Unions at Joint Partnership Board:

- Leisure Services Alternative Delivery Model
- Financial Information and Budget Strategy
- Reshaping Services programme update
- Update on Performance and Governance programme
- Adolescent Resource Centre
- Multi Agency Safeguarding Hub
- Payroll Efficiencies
- Health and Wellbeing Strategy
- Update on the progress on cases being managed under the new Disciplinary Policy

ICT update - Digital Apprentices

ICT are working with Human Resources People Services and Cardiff and Vale College (CAVC) on the creation of a new Digital Apprenticeship.

Website

The month of June saw 635k page views as customers accessed our services online. The trends continue to show an appetite for digital services and key highlights include:

- 76% of customers choosing to request extra recycling bags online
- 61% of resident parking permit applications are made online
- 55% of parking fine appeals are made online

237 of our customers used our translation feature to translate the site into community languages and mobile access to the site was at 53%. As part of our open data provision customers can now quickly access Data Sets and we now have over 1000 FOI responses published and available to view.

Social Media in the form of Twitter has continued with a strong presence and a potential reach of 17.1 million users

C2C

June saw C2C handle 53,500 calls, the busiest month so far this financial year, during this time the team were additionally handling customer enquiries relating to voting in the EU referendum and experienced a 20% increase in the number of tickets raised in relation to Moving Parking Contraventions. Quarter 1 as a whole saw 160,000 calls handled by the Centre!

In June 44% of all calls taken in relation to moving traffic fines resulted in C2C taking payment, the Council Tax Department issued 1,975 summons and 5,543 reminder bills, a very busy month all around. This is very positive and demonstrates the number of customers who are choosing to channel shift into

more cost efficient means of interacting with this Council, it will be key to build on this if we are to achieve the budget savings going forward.

Website development continues and during the first quarter of the year new sites for the Harbour Authority, Storey Arms and Flying Start went live.

C2C also achieved a 97% customer satisfaction rate in June, with 66 surveys conducted.

Councillor Graham Hinchey
Cabinet Member (Corporate Services & Performance)
28 July 2016