

# Delivering Capital Ambition

Quarter 2 Performance Report  
2018-19



## **Purpose of this report**

This Quarter 2 performance report for 2018-19 contains two main sections and an appendix.

1. The first section, beginning on page 3, provides summary level detail of four key perspectives of Organisational Performance: Financial, Customer, Internal Processes and Learning and Development.
2. The second section of the performance report, beginning on page 7, reports Quarter 2 performance against the 2018-21 Corporate Plan Well-being Objectives, satisfying the Council's statutory obligation to report its progress against these, in line with the Well-Being of Future Generations Act 2015.

The report is organised by Well-being Objective and, under each of these, the performance narrative is tailored to identifying how the Council has progressed in the second quarter of the financial year. Graphical representation is used alongside narrative to show progress against the Corporate Plan steps and Key Performance Indicators.

## **Appendix**

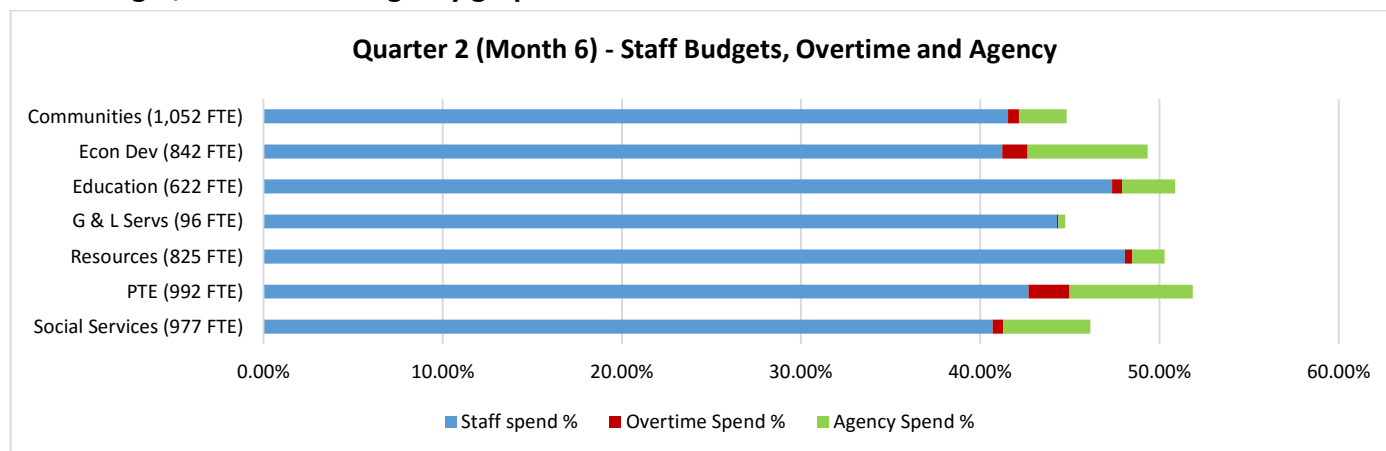
Attached to this report is an appendix which provides a quick glance version of performance against the Corporate Plan at Quarter 2, organised by Well-being Objective. This version does not contain detailed narratives but can be cross-referenced against the main report where further detail is required.

## Section 1 – Organisational Health Overview

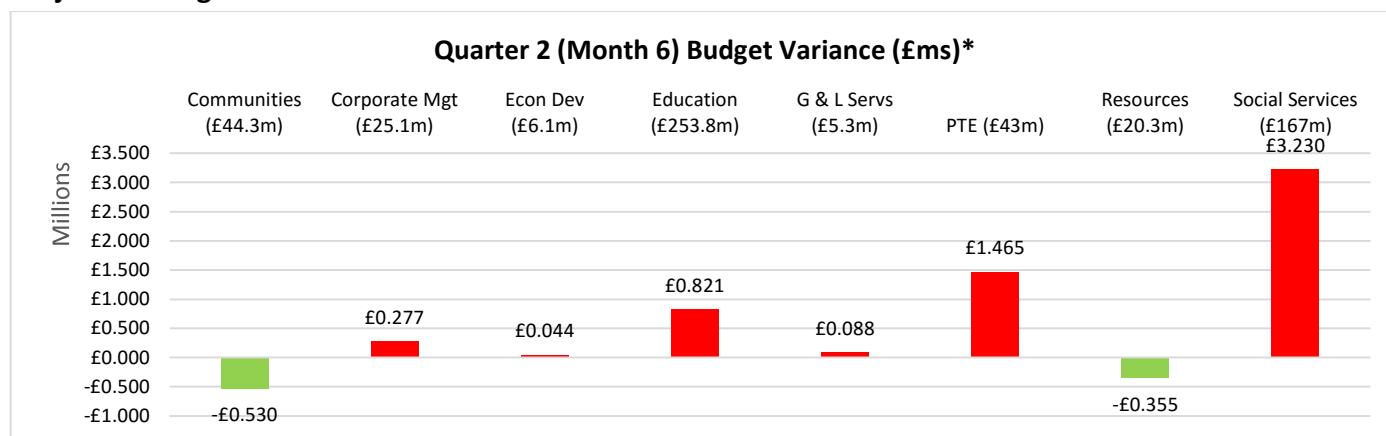
### Financial



#### Staff Budget/overtime and agency graph

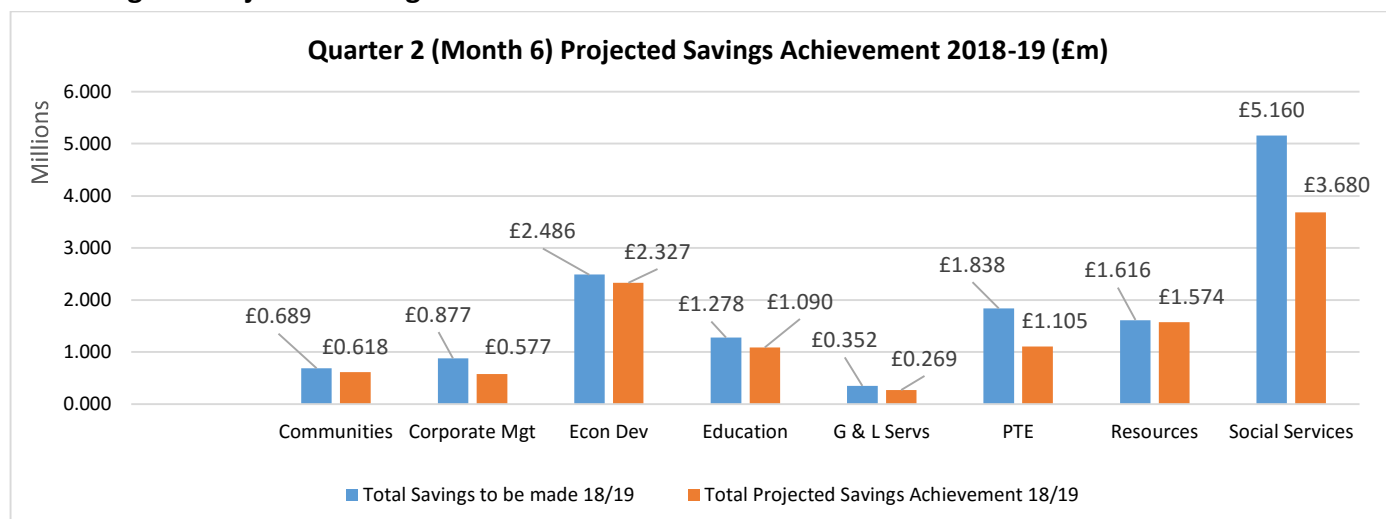


#### Projected Budget Outturn



\*This graph shows the individual directorate's projected outturn position at Month 6. The overall month 6 position is a balanced position and this is explained in more detail in the Month 6 Budget Monitoring Cabinet Report to be received in November.

#### Percentage of Projected Savings made



## Section 1 – Organisational Health Overview

### Customer



2,789 downloads  
1,083 on Android Devices  
1,706 on Apple Devices  
5% of downloads were in Welsh



**Followers** 18,800  
3,268 increase on Q4  
2017-18



**Followers** 89,400  
2,009 increase on Q4  
2017-18

**Website**  
[www.cardiff.gov.uk](http://www.cardiff.gov.uk)

**Visitors** 574,880  
**Total pages**  
**2,217,718** English  
**15,017** Welsh

#### Public Spaces Protection Orders – Proposed Dog Controls

During Quarter 2 the web team published consultation information on the proposed dog control orders for our parks and open spaces, these generated high levels of engagement via social media

10,228 page views relating to the proposed dog controls  
5,492 via Facebook and Twitter  
53 via Friends of Dogs websites

#### Glass Recycling Pilot & Waste Collection Look Ups

5,171 Page views relating to the Glass recycling  
1,990 via Facebook  
653 via Twitter

Information was also published on the glass collection pilot scheme and added to the waste collection look up in the Cardiff App

Online Recycling and waste collections look ups  
15,175 – July  
22,030 – August  
26,555 – September  
63,760 Total

#### Parking Permit Applications

Other areas that continue to show an increase in digital interaction is Parking Permit Applications with 30,450 total page views in September alone!

67.14%  
applications  
made online

32.86%  
applications  
via post



**Calls Offered** 161,767 compared  
to 166,975 calls in Quarter 1  
**Calls Handled** 144,834 compared  
to 152,528 calls in Quarter 1



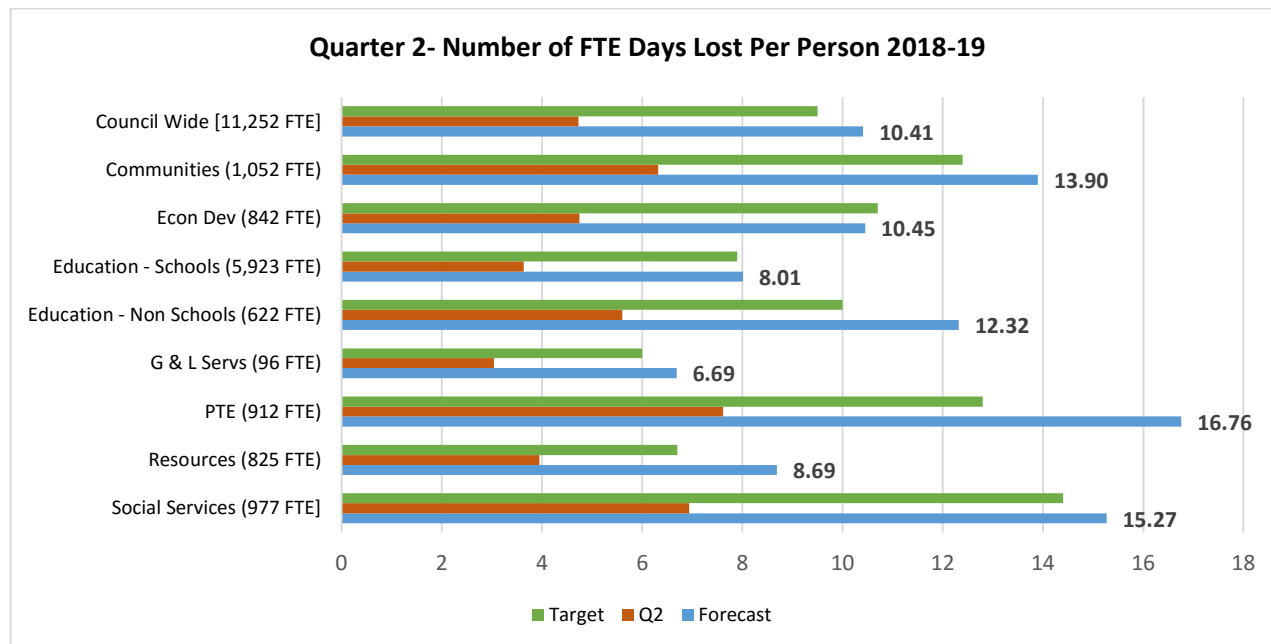
**Emails handled** 17,891 compared  
to 23,540 in Quarter 1  
**Webchats Handled** 2,539  
compared to 2,305 in Quarter 1

## Section 1 – Organisational Health Overview

### Internal Processes

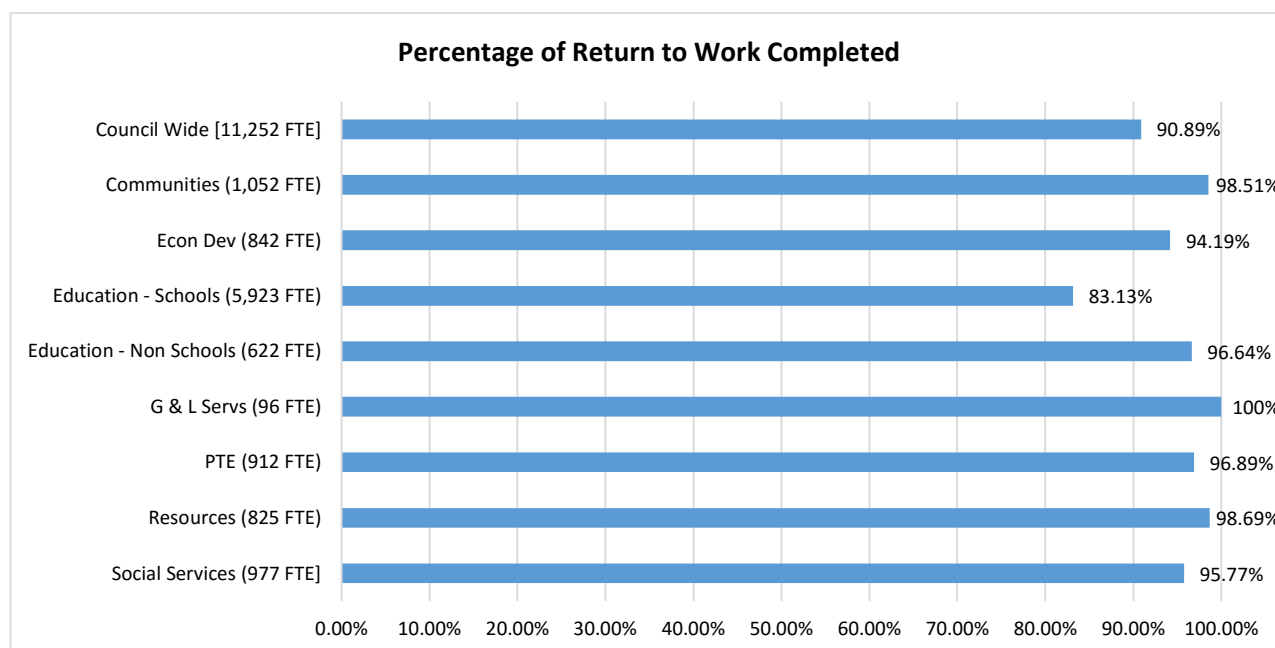


#### Sickness Absence



The Quarter 2 Council wide result is 4.37 FTE days lost per person; this is an improvement on the same period 2017-18 of 0.24 days lost per FTE. The outturn forecast at Quarter 2 for 2018-19 is 10.41 days lost against a target of 9.5, which would be a 0.86 days lost per FTE improvement on the 2017-18 result of 11.27.

#### Return to Work



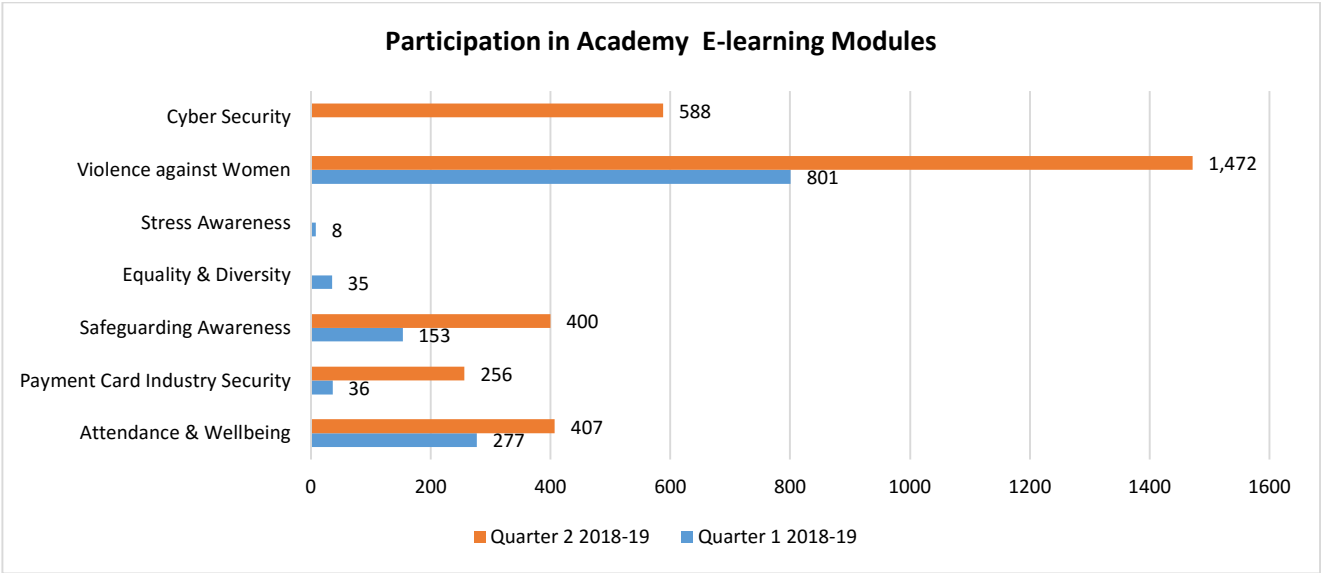


Section 1 – Organisational Health Overview

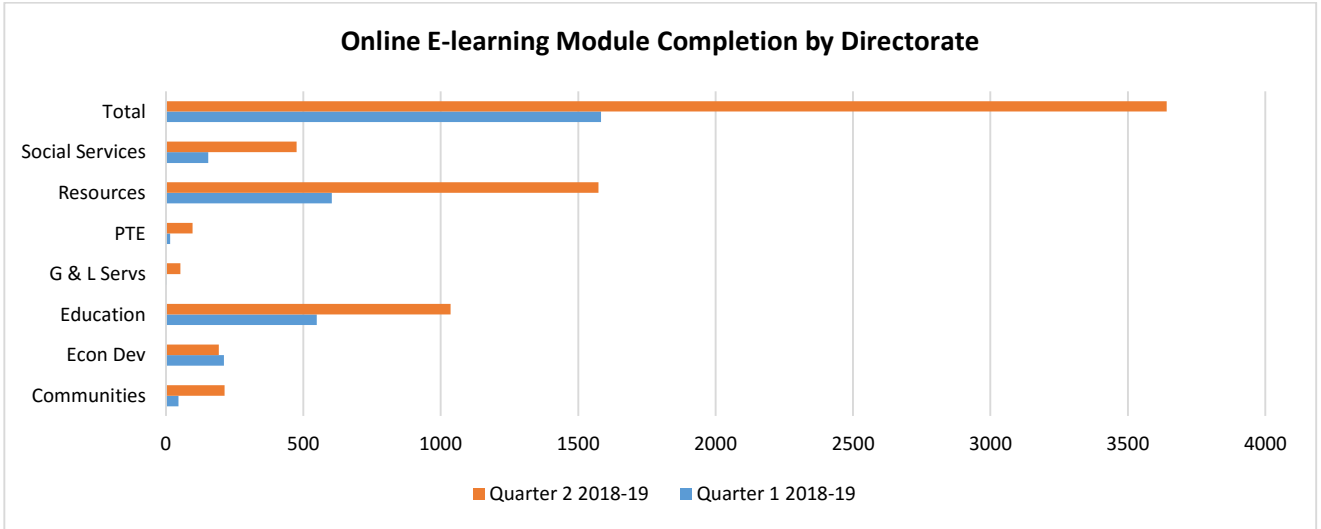
Learning & Growth



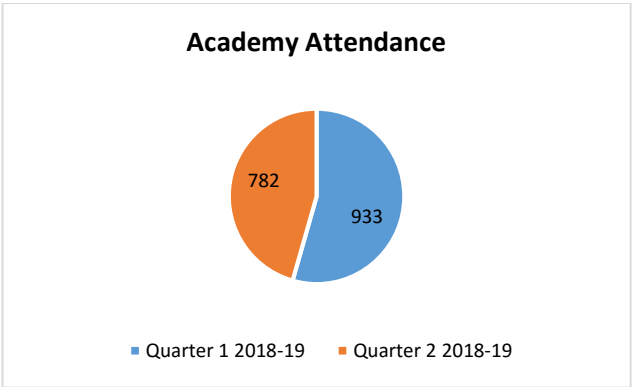
Completion by Module



Online module completion by Directorate



Academy Attendance



## Section 2 – Delivering Capital Ambition Quarter 2 Report



### Key information

#### Corporate Plan Steps Assessment Criteria

Directorates are asked to self-assess the RAG rating for each of the Corporate Plan steps for which they are the lead directorate using the following criteria:

##### **Red**

A Step should be ragged as **Red** when serious issues have occurred and it is unlikely that any further progression can be made without some form of assistance from outside of the Directorate, e.g. SMT, enabling services etc. At the time of writing it is unlikely that the step will be delivered within the agreed time frame or at all.

##### **Amber**

A Step should be ragged as **Amber** when issues have occurred but they are not serious enough to require assistance. Progress can be recovered by the Directorate and there is a plan in place for this. It is likely that the step will still be delivered within the agreed time frame.




##### **Green**

A Step should be ragged as **Green** when there are no issues with progress / performance, and at the time of writing the step will be delivered within the agreed time frame.

#### Corporate Plan Performance Indicators Assessment Criteria

Directorates provide Performance Indicator results against target. The Performance Indicator RAG rating is then calculated using a set formula as follows:

Key:

- |   |  |
|---|--|
|  | Red - indicator result is 10% or more away from target |
|  | Amber - indicator result is within 10% of target       |
|  | Green - indicator result is on or above target         |

## Well-being Objective: 1.1

### Cardiff is a great place to grow up



#### 16. Deliver 21<sup>st</sup> Century Schools Band B programme of School Investment (Amber)

The proposed schemes under the £284m Band B investment programme were presented to Cabinet in December 2017, followed in July 2018 by a report on operational arrangements for programme delivery. Consultation processes for five of the schemes will commence between Autumn 2018 and January 2019, including Fitzalan High School, Doyle Avenue, St. Mary the Virgin Primary School and Willows High School.

#### Key Performance Indicators – School Places

Performance Indicator	Result	Annual Target
	Annual (Provisional)	
The percentage of children securing one of their first three choices of School Placement – Primary	95%	95%
The percentage of children securing one of their first three choices of school placement – Secondary	82%	82%

#### 17. Addressing the maintenance backlog in Schools (Green)

Phase 1 Property Condition Surveys of 34 schools have been completed. Phase 2 is underway with on-site, completion of all schools, anticipated by December 2018. Prioritised investment plan is now being developed with the Education Service.

18. There has been a significant amount of work undertaken to strengthen the governance around the School Asset Renewal Programme, and the SOP Asset Commissioning Group oversees the prioritisation of all asset and capital works funded from the Directorate's capital budget. The commissioning of works is against an agreed programme, and all schemes to be funded are considered and agreed by this group. The budget totals approximately £40m over the next five years.

19. The remaining property condition surveys for schools will be complete by April 2019, and will give an overall picture of the condition and suitability of the schools' estate. These will then be used to programme the Asset Renewal and Suitability programmes over the coming years. Ensuring that all Council departments have the capacity to deliver the programme remains a challenge.

20. The introduction of Health and Safety officers in schools from September 2018 will further enhance the information available on school property, and ensure the ongoing compliance and safety of sites.

#### 21. Support young people into Education, Employment or Training by delivering the Cardiff Commitment (Green)

Strong progress continues to be made in delivering the Cardiff Commitment:

- Over 200 businesses have engaged to date and 120 have made specific pledges to support schools and young people
- 'Open Your Eyes weeks' in the both the Cardiff West and Fitzalan school clusters this summer have enabled pupils to hear from a wide range of businesses with the aim of igniting and inspiring interest in a wide range of occupations



## Well-being Objective: 1.1

### Cardiff is a great place to grow up



22. The Economic Development team continue to work with those businesses to find out what opportunities they are able to support such as work experience, careers events, mock interviews etc. The team match those opportunities with requests for support from schools.
23. During Quarter 2 a number of businesses have helped support the following:
- Requests for work experience
  - Requests for careers talks in Primary and Secondary schools in November 2018
  - Exhibiting at careers events to provide advice and guidance on career opportunities
  - A 'Transforming Spaces' project where we worked with a construction company to upskill 6 young parents with basic construction skills and build Cardiff's first 'Pink Beach Club'
  - Creating work experience and apprenticeship programmes
  - Assisting Third Sector organisations with workshop opportunities for those young people looking for work
24. However, challenges continue to be faced in securing opportunities for the most vulnerable and disengaged young people. Work will continue to support employers, schools and training providers to offer entry level opportunities for these groups, in partnership with the Council's Into Work services.
25. The progression of pupils' following the academic year ending August 2018 will be reported in Quarter 3 (i.e. 2018 NEETS figures).
26. **Ensuring the best outcomes for children and young people for whom the Council becomes responsible (Amber)**  
Due to the over spend on Children's Services budget this objective has been ragged Amber.
27. The Corporate Parenting Advisory Committee (CPAC) responsible for delivering the Corporate Parenting Strategy work programme has continued to progress its work throughout Quarter 2:
- An additional meeting was held in September for Officers to present their response to the '**Bright Spots**' Survey and Action Plan. **Bright Spots Your Life, Your Care:** surveyed the views of Looked After Children (LAC) and young people aged 4-18 years in Cardiff, during April 2018. 255 Looked After Children and young people completed the survey out of a possible 581; a response rate of 44%. A number of 'Bright Spots' of practice have been identified. For the full report see [Your Life, Your Care Survey](#)
  - All recommendations including an action plan have been accepted by Members. Please see '[Response to the Bright Spots' Survey, September 2018](#)'
  - Adult's and Children's Services pilot using the Signs of Safety format that sits alongside the Transition Review Interface Group (TRIG) in the transition referral process is working well and positive comments have been received from Looked After Children 14+
  - The CPAC Annual Report 2017 / 18 has been drafted and will be presented to the next CPAC meeting in October 2018 and at Full Council in November 2018
28. Substantial work is underway to create more **placement provision** in Cardiff including:
- A fostering project which aims to reduce the need for Independent Fostering Agencies (IFA's) and residential placements

## Well-being Objective: 1.1

### Cardiff is a great place to grow up



- The development of a commissioning strategy which plans the quantity and type of provision needed
- Joint working to secure the right properties, care and support

29. Following a presentation to Cabinet in Quarter 1, **The Fostering Service Review** is focusing on the following aspects:
- Operating model for fostering in Cardiff
  - Recruitment for foster carers including marketing and assessment processes
  - An improved “offer” for foster carers including training and support
30. The Fostering Service Review is developing an effective business model that will enable the in-house fostering service to grow and take the lead position in the provision of fostering services in Cardiff.
31. The **Out of County Placements Report** that followed a Task and Finish Inquiry undertaken by Members of the Children & Young People Committee in May this year was presented to a CPAC meeting on the 17<sup>th</sup> July 2018 and to Cabinet on the 5<sup>th</sup> July. The response to the report is scheduled for Cabinet on the 11<sup>th</sup> November.

Performance Indicator	Result		Annual Target
	Q1	Q2	
The percentage of children in regulated placements who are placed in the Cardiff area	59.6%	57.6%	63%
<p><i>Please note that the PI counts only children placed within the Local Authority boundaries and excludes children placed in neighbouring authorities close to their home area and attending Cardiff schools.</i></p> <p>381 children out of 662 placed in regulated placements (in the Cardiff area). Of these 27 of the children not placed in Cardiff are placed with a relative carer, 120 are placed in neighbouring authorities and 134 are placed further afield for reasons of safeguarding, needing a specialist placement or availability of placements. Planning always takes account of placement location for children. Some children need a specialist placement that is not available in the city or need to live away from families, communities or individuals that could present risks for them.</p>			

32. **Embedding the Disability Futures Programme (Green)**
- The Officer’s Decision Report in relation to **Integrated Respite for Children** was agreed at Cabinet 12<sup>th</sup> July 2018 regarding the Cardiff Short Breaks Service at Ty Storrie. The service will sit within the Specialist Service portfolio of Children’s Services and as a result will benefit from greater alignment with other regulated services. Links to the multi-agency Disability Futures programme will support development within the wider partnership context.
- *Integrating Disability Services Pilot (IDSP) - Formerly known as Complex Needs Service*  
A draft joint policy has been agreed between Cardiff Council and the University Health Board (UHB) for Children with Continuing Care needs, the first step towards developing and establishing a joint Continuing Care model for Children.
  - *Regional Joint Commissioning*  
The Legal implications have been assessed and budget allocation secured and Officers Decision Reports (ODR) completed for the following services to be commissioned on a regional basis:

## Well-being Objective: 1.1

### Cardiff is a great place to grow up



- **Supporting Parents with a Learning Difficulty - 'Ymbarel'** (based in the Vale) A regional service across Cardiff and Vale of Glamorgan Council's delivered by Action for Children providing intensive interventions to parents who have additional learning needs and where there is risk of significant harm to their children.
- **ICF Cardiff and Vale Parenting (ADHD)** (based in Cardiff) - Provides family support by supporting parents, carers and families in the community and in diverse cultural circumstances. Guidance and advice is aimed at supporting vulnerable children and their families. It also offers parenting programmes, training programmes and workshops, family learning activities, community based development support and family mediation services
- **Summer play scheme(s) pilot – (Cardiff only)** - Officers Decision Reports (ODR) completed and agreed for pilots to run, however, schemes for summer are delayed and awaiting a decision on the ODR. Pilot play schemes will commence at both Ty Gwyn and Riverbank schools for October half term 2018 and February half term 2019

#### ➤ *Transition*

The establishment of both the Regional Transition Review Interface Group (TRIG) and the Cardiff and Vale of Glamorgan Regional Transition Steering Group, together with the re-launching of both groups Terms of Reference in Quarter 2, is improving regional collaboration and partnership working between Social Services, Education and Health in preparation for the implementation of the Additional Learning Needs (ALN) and Education Tribunal (Wales) Bill in September 2019.

#### ➤ *Regional Learning Disability Services*

The draft Regional Learning Disabilities Commissioning Strategy (including Day Services) has been completed with partners. Further work is required to ensure the strategy clearly reflects priorities for Cardiff and the Vale. There are two Integrated Care Fund (ICF) capital projects, with match funding across Cardiff and the Vale of Glamorgan Council's, which deliver services across the region namely Ty Gwyn Hwb (Cardiff) and Ysgol Y Deri (Vale of Glamorgan). The purpose of the **Ty Gwyn Hwb** project in Cardiff is to redesign and increase the capacity of the existing Trelai Youth Centre building on the Western Learning Campus.

#### 33. **Enhance Early Help (Amber)**

Detailed work is underway to understand best practice and the effectiveness of early intervention and prevention of the current services Cardiff offers and to redesign an integrated early help service.

- 34. A stakeholder workshop involving a wide range of partners was held on the 24<sup>th</sup> September. The Institute of Public Care (IPC) are also contracted to provide consultative support and analysis of data for the development of the new approaches.
- 35. A new gateway model for supporting vulnerable children and families has been developed that supports the aims of the Early Help Strategy.
- 36. The staff restructure relating to the Parenting and Youth Support Services has been completed and the new arrangements are being mobilised.

## Well-being Objective: 1.1

### Cardiff is a great place to grow up



37. Parenting support aligned to the arrangements for Flying Start delivery has continued during this time with some delays being experienced in the provision of distinct Families First programmes.
38. Elements of Youth Mentoring have continued: Recruitment to the new Curriculum4Life element is underway: Youth Service managers are working with Communities and Housing to develop Post-16 delivery and are linking this to the City Centre Youth Project and the redesign of Grassroots.
39. The Disability Focus services were originally expected to be delivered until end March 2019 but new proposals for a disability focus service are currently being brought forward in collaboration with the Disability Futures Programme.
40. Support4Families continues to be delivered in the interim through the joint arrangement between TGP Cymru and Children's Services. The service has received a high number of referrals for families who are either being diverted from MASH or stepped down from targeted services. These families have complex needs and the interventions provided by Support4Families have been crucial for managing the risks at as low a level as possible.
41. As part of the recommissioning of Families First, funding has been closely aligned with Flying Start funding to extend the provision of parenting across the city and address the gaps that existed in early years parenting outside of the Flying Start catchments. Families First funding has also been aligned with Supporting People funding to support a more cohesive service offer in respect of Domestic Violence services. Over the next year, further alignment of Families First funding with Supporting People funding and core funding will be used to develop a one stop shop for young people.
42. **Review of Multi – Agency Safeguarding Hub (MASH) effectiveness (Amber)**  
An initial piece of work undertaken by the service has helped to re-scope the objective and inform a wider whole system approach for Early Help and Support to Families plus due to the over spend on Children's Services budget this objective has been ragged Amber.
43. A review of the Multi-Agency Safeguarding Hub (MASH) has been finalised and shared with multi-agency partners at the MASH Management Board, this included the Public Safety Board. Considerable efforts have been made during Quarter 2 towards raising the awareness of partner agencies to the Social Services Wellbeing Act (2014) and the Eligibility Criteria for services in order that referrals made to Children's Services can become better focussed.
44. The number of families accessing support outside statutory services has increased and as a result and in recognition of the value gained by the work, staffing resources in the Support4Families' team have been increased.

## Well-being Objective: 1.1

### Cardiff is a great place to grow up



Performance Indicator	Result		Annual Target
	Q1	Q2	
The percentage of referrals to the MASH that meet the intervention threshold. (New Indicator, Baseline being set)	21.86%	19.89%	Baseline not set
19.89% (1000 / 5028) of contacts to MASH met the intervention threshold and are progressing to Safeguarding or Wellbeing assessments. 3.36% (169 / 5028) of contacts to MASH were diverted to Support 4 Families to receive advice + assistance. 8.29% (417 / 5028) of contacts to MASH were signposted to early intervention services. 68.46% (3442 / 5028) of contacts to MASH, many from professionals, provided information only and did not progress to assessment.			

## Well-being Objective: 1.4

### Safe, confident and empowered communities



- **Safeguarding and Supporting Vulnerable People**
- **Safe and Inclusive Communities**
- **Regenerating Local Communities and Citizen Centred Services**
- **Supporting Sports, Leisure, Culture and Green Spaces**

#### Key Financial Issues

67. As highlighted in earlier sections of this report there are significant areas of overspends and underspends against budgets across Social Services and Communities & Housing. Some not previously discussed which relate to services within the scope of this Wellbeing objective include:

#### **Childrens Services**

68. Within the wider Childrens Services overspend position of £4.206 million there are projected overspends of £37,000 on leaving care support costs, £104,000 on commissioning budgets and £34,000 in relation to Social work teams reflecting the high levels of agency staff in these areas.
69. Offsetting these are projected underspends of £246,000 in relation to Guardianship Orders, £168,000 in support services, £242,000 in Early Intervention and £27,000 in safeguarding.

#### **Adults Services**

70. The Adults Services underspend position includes and underspend of £596,000 in Mental Health Services and £243,000 for People with a Physical Disability including Alcohol and Drug Services.

#### Corporate Plan steps and KPIs Updates

71. **Ensure Children and Adults are protected from risk of harm and abuse (Amber)**  
Consultation on the first draft of the **Child Sexual Exploitation Strategy** has been put on hold whilst the Regional Safeguarding Board consider the concept of developing a combined Children's and Adults Sexual Exploitation Strategy.
72. Services to support children exhibiting Harmful Sexual Behaviour (HSB) have been agreed and are in place, with children receiving timely and appropriate support interventions to ensure their safeguarding. All HSB cases are overseen by the Think Safe! Team Manager.
73. Visits to other Local Authorities (nationally) to learn from each other and to compare best practice in all areas of child exploitation have taken place. Feedback from these visits has re-assured Senior Management that Cardiff is well positioned across the whole of the UK, in terms of being a forward thinking Local Authority in all matters relating to Child Sexual Exploitation.
74. Training and consultation arrangements on Harmful Sexual Behaviour (HSB) for Children's Services staff are scheduled for Quarter 3. A programme to raise the awareness of exploitation is in place for all Adult Services staff to undertake appropriate training that will improve the recognition of vulnerable adults at risk of sexual and other exploitation.



## Well-being Objective: 1.4

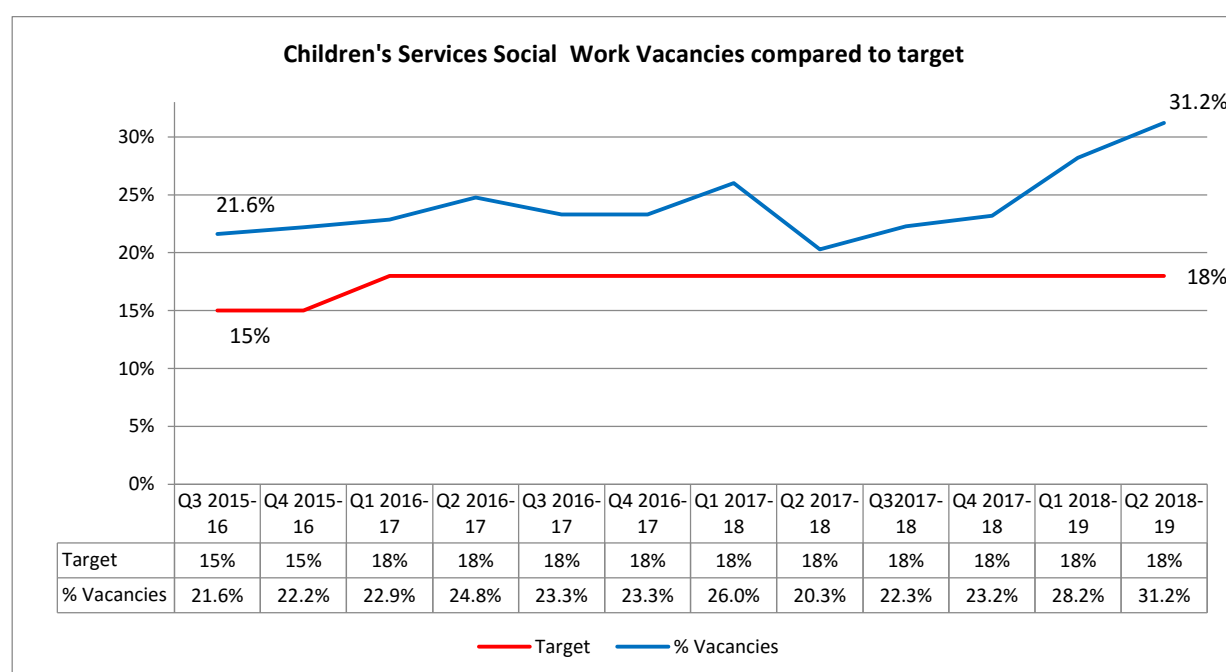
### Safe, confident and empowered communities



75. A new process for dealing with concerns around Female Genital Mutilation (FGM) is being led by Health and has been agreed on an operational level by Cardiff Council and other Multi-Agency partners.
76. A 'virtual' transitions team has been established to coordinate the transfer of young people into Adult Services where risks of exploitation have been identified.

#### ➤ *Social Worker Vacancies*

19 vacancies were filled during Quarter 2 (ten with new social workers, two through transfers and seven through the promotion of existing social workers), however Social Workers leaving their substantive posts is continuing to impact on the percentage of vacancies. The creation of a further seven new posts has also affected the vacancy figure this quarter. The result in Quarter 1 was 28.2% and has increased to 31.20% in Quarter 2.



77. In order to mitigate this a Workforce Project Group has been put in place and the development of a Recruitment and Retention Strategy in progress. A workforce "report card" to track vacancies and agency cover is in development.
78. The Council is currently developing a Recruitment and Retention Strategy for Social Services that is expected to be in place by the end of November. In the short term there will be a review and development of a separate website promoting opportunities in Social Services, which will be linked to the Council's recruitment website, mapping of the recruitment processes to ensure they are efficient and effective and strengthen of performance reporting on workforce related issues.
79. In the medium term the Council will develop links with schools and strengthen existing links with local universities and review and strengthen staff induction. It is expected that the analysis of retention / turnover data and a skills and gap analysis will inform future workforce planning activity, reviewing staff roles to ensure

## Well-being Objective: 1.4

### Safe, confident and empowered communities



the workforce is able to meet the changing needs of Children's Services in the future whilst successfully recruiting current vacancies.

80. All of the work will be underpinned by robust stakeholder engagement with opportunities for existing staff and potential future staff (e.g. student social workers) to actively influence and shape what the future Children's Services workforce looks like, using staff as ambassadors to encourage and attract both newly qualified and experienced social workers to come to Cardiff
81. **Respond to the Parliamentary review of Health and Social Care in Wales (Green)**  
The Regional Partnership Board has submitted detailed transformation proposals to Welsh Government (WG) to deliver the policy set within 'Healthier Wales', across the region.
82. **Ensure that the Council's Corporate Safeguarding Strategy is Implemented (Green)**  
The safeguarding team receives quarterly figures from Cardiff Council Academy, which it uses to monitor and target both internal members of staff and external organisations where the Safeguarding 'e' module has not been completed to ensure safeguarding awareness is raised across the Council and with its partners.
83. **Continue to develop and support the workforce (Amber)**  
Due to the over spend on Children's Services budget this objective has been ragged Amber.  
The Regional website for Social Care is now updated on a regular basis, ensuring that new information is readily available to all staff.
84. Actions completed in Quarter 2 include:
- Manager forums are held on a regular basis where information regarding qualifications is provided
  - Additionally newsletters are sent with updates on the new qualification suite
  - Emails with Frequently Asked Questions giving relevant advice and guidance are sent
  - Individual sessions with managers are offered with support tailored to their agency
  - Links to the Regional website and Social Care Wales are disseminated regularly
  - A survey was undertaken to establish the concerns of managers around new qualifications. This has been fed back to Social Care Wales (SCW) and Welsh Government (WG). Outcomes from this will be fed back to managers
85. SCW has appointed the WJEC (Welsh Joint Education Committee) & City and Guilds to build and provide the new qualifications for the Social Care workforce.
86. **Continue to implement a sustainable finance and service delivery strategy (Amber)**  
Due to the over spend on Children's Services budget this objective has been ragged Amber.
87. As per Quarter 1 Social Services are continuing to manage demand for both Adult Services and Children's Services through the 'Improving Outcomes for Adults Programme Board' and 'Improving Outcomes for Children's Programme Board' respectively. The 'Improving Outcomes for Adults' Programmes were considered at a Cabinet Progress and Performance session on the 10<sup>th</sup> October.

## Well-being Objective: 1.4

### Safe, confident and empowered communities



88. Actions completed for Quarter 2 to implement a **sustainable finance and service delivery strategy** include:
- Detailed proposals developed to enhance Early Help and support for Children and Families
  - A review of the Community Resource Teams (CRT) has been initiated with the aim of maximising the efficiency and effectiveness of services which will re-able and enable people following a period of illness, which presents a risk to their independence
89. **Empower people with a learning disability to be more independent (Green)**  
A draft Regional Learning Disabilities Commissioning Strategy (including Day Services) has been completed with partners. The draft has been circulated to the Regional Learning Disabilities Commissioning Strategy Group for comments amendments and is under review to ensure it demonstrates clear commissioning intentions.
90. **Help prevent violence against women, domestic abuse and sexual violence (Amber)**  
The Regional Strategy action plan is being monitored by a range of sub-groups. A survey to elicit views of male victims has been prepared; which will feed into the work that will be undertaken to draft a service specification for a male victim service. Other local authorities across South Wales are now showing an interest in being part of the service development and delivery, which is delaying progress slightly. The Female Victims service is proving valuable to all partners.

Performance Indicator	Result		Annual Target
	Q1	Q2 (Cumulative)	
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.	16%	27%	100%
1,475 Council staff have completed the online module in Quarter 2, making a total of 3,566 against a headcount of 13,332.			

91. **Prevent children entering the criminal justice system (Amber)**  
Actions by the Youth Offending Service (YOS) for Quarter 2 to reduce children reoffending through the interventions delivered by the Cardiff Youth Offending Service include:
- Work to develop a pilot scheme to focus on and identify children and young people who are not in school and are at risk of entering the Criminal Justice System (CJS) has commenced in conjunction with Education Youth Services
  - The development of a knife crime awareness programme
  - Service-user feedback is currently collected for the following programmes:
    - In-house knife crime programme
    - Prevention
    - Substance Misuse
  - A Criminal Exploitation process map has been developed which streamlines the referral process. The YOS is now co-working cases with Children's Services, depending upon the individual circumstances of the young person. Work is also being undertaken on a Sexually Harmful Behaviour model and the YOS is in

## Well-being Objective: 1.4

### Safe, confident and empowered communities



the process of recruiting a Harmful Sexual Behaviour worker as a pilot as a part of this work. Close links are being developed with the 'Street Games' project and the YOS is involved in a multi-agency prevention project in the Bute Town area of Cardiff as a pilot project. If this is successful then it is hoped this initiative will be rolled out to other parts of the city

- Recruiting a further two Anti-Social Behaviour (ASB) workers to bolster the capacity of the prevention team
- Volunteer Community Panel Members including Appropriate Adults and Neighbourhood Resolution have been recruited and trained

Performance Indicator	Result		Annual Target
	Q1	Q2	
The number of children entering the criminal justice system	35	25	18
During Quarter 2 the referral process to 'Divert' and the throughput of cases has improved as changes to procedures are being embedded. This has positively impacted upon the backlog of Out of Court Disposals being administered. The backlog is a direct result of the ongoing police stop and search 'Operation Sceptre', which aims to combat knife crime in the city.			

#### 92. Implement the National Community Cohesion Action Plan (Amber)

Due to a change in personnel with external partners, there has been no significant movement with this objective, as a result of these issues the milestones will be adjusted following conversations with UNICEF during Quarter 3.

#### 93. Review and reform the Community Safety Partnership (Amber)

The Gold and Silver-level Community Safety Boards are now well embedded. A large stakeholder event was held in September to ensure the work of partners through these mechanisms is focused on the right priorities for the city, and this has led to a revision of the governance arrangements at the operational level. The Gold group will be considering recommendations of new operational structures in November.

#### 94. Tackle substance misuse in the city (Amber)

A joint Adults and Childrens Scrutiny Inquiry has been undertaken into the factors that can help divert young people from becoming involved in drug taking and drug dealing. The inquiry heard evidence from professionals across a range of partners as well as members of the community that have been affected by drugs. The inquiry committee are currently preparing a report with a series of recommendations which will be approved in the coming months. The report will then be published and the Community Safety Delivery Board will be responsible for co-ordination and monitoring the recommendations.

#### 95. Deliver the Night Time Economy Strategy (Green)

The Purple Flag self-assessment (Purple Flag accreditation is a an accreditation process similar to Green Flag award for parks and Blue Flag for beaches to allow the public to identify towns and city centres that offer an entertaining, safe, diverse and enjoyable night out) was completed at the end of September, the full submission will follow the assessors visiting the City during the first week of December.