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County Hall  
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My Ref: Scrutiny/Correspondence/Cllr Jenkins

25 September 2019

**Cllr Lynda Thorne**

Cabinet Member Housing & Communities

**Councillor Susan Elsmore**

Cabinet Member Social Care, Health & Well-being

County Hall

Cardiff

CF10 4UW

Dear Cllr Thorne & Cllr Elsmore,

### **COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 11 SEP 2019 – QUARTER ONE PERFORMANCE REPORT**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee to present the Quarter One Performance Report for People & Communities; providing Members with the opportunity to analyse measures and provide their feedback. Members of the Committee have requested that I feedback the following comments and observations to you.

With regard to the target of Council House builds as set out in the report, the current number of properties delivered stands at 109 (against a target of 400 for 2019/20). Members note that there are a great degree of variables within the development process which can hinder the accuracy of target setting, as such, Members believe that a RAG status of Amber for this commitment would have been more prudent and wish to reiterate the importance of targets being marked accurately. Members also wish to highlight that it would also be helpful if targets and achievements from the previous years were also included in these Performance Reports– particularly Quarter One Reports. Members would also appreciate if any known challenges, or variables which may be expected or apparent could also be detailed in the document going forward. As discussed during the meeting, Members are pleased to note the continued assurance that the target and completion of properties for the year 2019/20 will be achieved.

#### **GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedl.

#### **WORKING FOR CARDIFF, WORKING FOR YOU**

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Within the meeting concerns were also raised regarding national negative press coverage of container properties which detailed problems with air circulation, number of occupants and overheating. Members were assured to hear that the directorate are aware of these issues and that quality of life within the property is at the forefront when decision making. Members also wish to confirm that they look forward to visiting these properties in due course.

With regard to the well-exceed targets displayed under the 'Supporting People out of Poverty' objective, and being mindful to the cultural change and ramifications of Universal Credit, Members of this Committee wish to pass on their sincere congratulations and gratitude to all staff concerned in ensuring that these key areas of work were delivered extremely effectively.

As mentioned at Committee, Members are of course aware of the work in addressing social isolation for the elderly, however would like to receive further information on the work of the Well-being Service in addressing social isolation for single people. In particular, Members would like to know how these individuals are identified, how they are signposted to this service and where they tend to be signposted from.

With regard to the update received at Committee relating to Satellite Pods, Members would appreciate an update on the developments following discussions with the Planning department and would also like to reiterate the importance of keeping ward Members informed as developments progress.

During the meeting, questions were raised regarding the commissioning of services for male victims of domestic abuse. Members were informed that the present status is Cardiff, Bridgend and the Vale of Glamorgan Councils' will be commissioning this service. Members were pleased to note that this has moved on slightly since the question was last raised at Committee (April, 2019) however, in order to provide assurance that the approach being taking in this field of work is not lax, Members

would like to request more definitive information such as the current timetable being worked to for this service.

In relation to the ongoing difficulties with contractors, we as a Committee recommend that a radical review of this process is required. Members hold concerns that a key reason in both sourcing and retaining contractors could be due to the overcomplicated nature of the procurement process which could be the underlying, fundamental reason why contractors are not engaging. As such, Members would recommend a change to the process which better allows local contractors to enter the system and access the substantial figure currently being spent on redevelopment. As a Committee, we believe there to be good merit in Cllr Thorne's request for the Policy, Review and Partnership Committee to undertake more detailed analysis on the Council's process for the commissioning of contracts.

In addition in this area of work, Members also wish to reiterate the importance of apprenticeships, and that we, as a Council, a forefront employer should be utilising our standing by producing more apprenticeships; thereby investing in both the people and physical developments of our society and potentially alleviating the problems mentioned within this report of the difficulties in the current supply chain. During July's committee, Members were informed that 'work is well underway in expanding our in-house teams' (*with regard to the turn-around time of void properties*), Members would like to request more information on exactly what work is being done in expanding the in-house team and also if the avenue of commissioning apprenticeships is being explored.

I appreciate this is a rather detailed letter so for ease of reference I have separated both the Committee's requests and recommendations as detailed within this letter:

Our recommendations are:

- For the targets and achievements from the previous years to be included in Performance Reports– particularly Quarter One Reports.
- For any known challenges, or variables which may be expected or apparent within certain targets to also be detailed in the Report.
- A radical review of the procurement process for contractors is required. We as Committee therefor endorse Cllr Thorne's request for the Policy, Review and Partnership Committee to undertake more detailed analysis on the Council's process for the commissioning of contracts.

Our requests are:

- Further information on the work of the Well-being Service in addressing social isolation for single adults who live alone. In particular, how individuals are identified, how they are signposted to this service and where they tend to be signposted from;
- An update on the development of Satellite Pods (when available);
- More information on exactly what is being done in expanding the in-house team and also with the avenue of apprenticeships.

Yours sincerely,



**COUNCILLOR SHAUN JENKINS**

**Chairman - Community & Adult Services Scrutiny Committee**

Cc: Sarah McGill, Corporate Director

Jane Thomas, Assistant Director, Housing & Communities

Cllr David Walker, Chair of Policy, Review and Partnership Scrutiny Committee

Nicola Newton, Principal Scrutiny Officer

Cabinet Office

Fy Nghyf / My Ref: CM42395

Dyddiad / Date: 14th November 2019

Councillor Shaun Jenkins  
Cardiff Council  
County Hall  
Cardiff  
CF10 4UW

Annwyl/Dear Councillor Shaun Jenkins

### **CASSC - 11th Sept - Q1 Performance**

Thank you for the opportunity to present to Committee and your letter dated 25<sup>th</sup> September. I am very grateful to the Committee for considering the service performance and for providing feedback.

I have provided responses below to the Committee's recommendations, observations and requests which I hope will be helpful and apologise for the delay in providing the same.

### **Performance Reports**

I appreciate the Committee's observations regarding the Performance Report and have made arrangements for the targets and achievements from previous years to be included in future editions of the report. Any known challenges or variables will also be detailed in the report.

### **Procurement Process for Contractors**

I note your support for a review of the procurement process in relation to vacant property repair and the potential to enable the greater involvement of SME's. This is of course a matter for the Policy, Review and Partnership Committee to consider but I am grateful that you have made this recommendation.

#### **ATEBWCH I / PLEASE REPLY TO :**

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall  
Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd/Cardiff, CF10 4UW  
Ffon / Tel: (029) 2087

#### **GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

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## **Supporting People Out of Poverty**

Thank you for your positive comments about this work. I will ensure that the Committee's congratulations are passed on to the staff.

## **Well-being Service**

In relation to your request for further information on the work of the Well-being Service, I am happy to provide further information. The Community Wellbeing Service is funded by Cardiff Council but run by United Welsh and provides opportunities for people to overcome issues that are affecting their health and wellbeing. The service offers 1-2-1 support, signposting and a range of open access activities and wellbeing courses to help people manage anxiety and build confidence. They also support people to build local connections, socialise and share experiences. The service focuses on helping people with very low level needs to find opportunities in their local community or support them to find a more appropriate service if needed.

To access a 1-2-1 appointment, a simple online referral form needs to be completed. This can be made through self-referral or by a partner organisation. After referral, an appointment will be offered with one of the wellbeing workers who will meet with the person to talk to them about what help they need to meet the challenges they face. Alongside the 1-2-1 support, the service also offers access to a range of volunteering opportunities, therapeutic or social activities and wellbeing courses. These opportunities are all advertised locally and with partner agencies and are held in various Hubs and community venues across the city.

So far this year the service has received 732 referrals for 1-2-1 support. Of those 732, 312 people self-referred, 277 were referred by community based organisations and 143 by their GP or health partners. Of the 732 referrals, 302 people went on to meet with a wellbeing worker and 248 people were signposted to a more appropriate service. The Community Wellbeing Service also undertake networking activities to connect with partner agencies in order to build relationships and encourage joint working / referral pathways. We have found that people who have engaged with the initiative are also recommending the service to their family, friends and in their communities.

As well as the structured support and signposting facility, 12 confidence building and 15 managing anxiety courses have taken place with 101 people attending. 78 people have met the volunteer facilitator to discuss their wishes around volunteering with 68 people matched with roles and supported to apply. So far 21 people have gone onto secure a volunteering role.

## **Satellite Pods**

In relation to the request for an update on the development of Satellite Pods, I can advise that, following the submission of a pre-planning application form, a number of issues that could cause problems in gaining full planning permission were highlighted. We have subsequently held discussions with Planning colleagues in order to see if it is possible to reconfigure the layout on one of the identified sites and provide a more detailed plan for the other.

At the same time, we are seeking more information on fire safety from the manufacturers of the pods. As the project progresses, we will ensure that ward members are fully briefed on any developments.

### **Male Victims of Domestic Abuse**

I note the Committee's request for more definitive information regarding the commissioning of services for male victims of domestic abuse. I can confirm that Cardiff hosted an event for all South Wales and Gwent local authorities in May 2019. The event outlined estimated costs and a proposed service pathway. Comments were then sought from all Councils on whether they wished to participate in a regional model at its inception or have the option to purchase elements of the service at a later date. The deadline provided for comments was 30<sup>th</sup> June. Bridgend and the Vale of Glamorgan have confirmed their wish to participate.

The regional procurement group have since met twice to agree on principles, to ascertain local approval processes and to begin to complete the necessary paperwork for the procurement activity. A timetable for the delivery of the new arrangements has been developed, and subject to appropriate decision making, the new service is expected to commence in August 2020.

### **In-house Voids Team**

I understand that a separate report has recently been sent to the Committee with details of the changes to the in house team and the current situation with the voids works. If any further information is needed please let me know.

Within the Responsive Repairs Unit, there are 6 apprentices at present and these are working across several trades including carpentry, gas, electric and plumbing. The apprenticeships vary in length of time according to each trade and I can report that so far during 2019, 2 plumbing apprentices and 1 carpentry apprentice have passed their qualifications. There have also been a further 3 apprenticeships offered this year with 2 for electricians and 1 for carpentry, both trades that are traditionally very busy within our repairs section. The apprentices will undertake work experience within both the Responsive Repairs Unit and Voids Team and so they gain comprehensive knowledge of both aspects of work.

Once again, thank you for the opportunity to present the Quarter One Performance Report for People & Communities and the useful feedback that the Committee have provided.

Yn gywir  
Yours sincerely

  
Councillor / Y Cynghorydd Lynda Thorne  
Cabinet Member for Housing & Communities  
Aelod Cabinet dros Dai a Chymunedau







## Making a difference to wellbeing in Cardiff



There are lots of things that can affect our health and wellbeing, from loneliness to money worries or coping with a health condition.

With the Community Wellbeing service, one of our team will meet with you and listen to what challenges you are facing, so together, we can create a path to support you to improve your situation and reach your goals.

This may be through one-to-one guidance, introducing you to local services or helping you to get involved in social activities where you can do what you enjoy and share experiences.

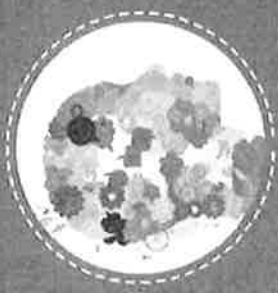


### What we can support you with

- Finding hobbies and interests to connect you with what you enjoy
- Social worries such as housing, debt, benefit issues, work and family
- Improving physical health
- Reducing harmful habits such as drugs, alcohol, smoking or substance misuse
- Low level mental health
- Isolation and loneliness



We have relationships with over 100 community groups, service providers and interest groups throughout Cardiff, so we are well placed to connect you with local activities.



### Want to talk to us?

To arrange a chat with one of our Wellbeing Facilitators, please use our online referral form:

[www.unitedwelsh.com/communitywellbeing](http://www.unitedwelsh.com/communitywellbeing)

Or if you prefer, you can call or email us:

029 2085 8148

[communitywellbeing@unitedwelsh.com](mailto:communitywellbeing@unitedwelsh.com)

Community Wellbeing is delivered by the Thrive@UnitedWelsh team on behalf of Cardiff Council, supported by funding from Welsh Government.



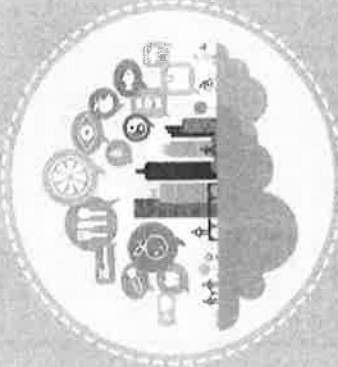
## Gwneud gwahaniaeth yng Nghaerdydd



Mae llawer o bethau'n gallu effeithio iechyd a lles unigolion, a unigrywdd fr seyllfa yn eich cartref, problemau oriantrol neu ymddopi a chyflwr iechyd.

Fel rhan o'n gwasanaeth Lles Cymuned, bydd un o'r fflm yn cyfarfod â chi er mwyn trafod yr hennau rydych yn wynebu a gyda chi er helpu i wella eich seyllfa a chyrraedd eich amcanton.

Gallai hynny olygu cymgwr un-i-un, eich cyflwyno i wasanaethau lleol neu eich helpu i fod yn rhan o weithgareddau cymdeithasol er mwynhau eich hun a rhannu profiadau.

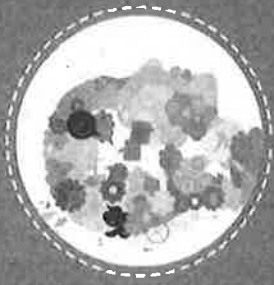


## Eich cefmogi

- Cael hyd i diddordebau a hobiau er mwyn eich helpu i fwyhau eich hun
- Problemau cymdeithasol fel tai, dyledion, problemau budd-daliadau, gwaith a'r teulu
- Gwella iechyd corffora
- Gostwng arferion niweidiol fel cyffuriau, alcohol, camdriw sylweddau neu smygu
- Cymorth iechyd meddwl i lefel isel
- Ynysu cymdeithasol ac unigrywdd



Wrth gysylltu â dros 100 grŵp cymunedol, a grwpiau diddordebau arbennig ar draws y brifddinas, gallwn eich cysylltu â phab math o weithgareddau lleol.



## Am siarad gyda ni?

Lenwch ein ffurflen arlein er mwyn cael sgwrs gydag un o'n Ffwyluswyr Lles: [www.unitedwales.com/communitywellbeing](http://www.unitedwales.com/communitywellbeing)

neu os yn well gennych ffonio neu amfon ebost:

029 2085 8148  
[communitywellbeing@unitedwales.com](mailto:communitywellbeing@unitedwales.com)

Darperir y gwasanaeth gan ddim  
 Tiriwaith@UnitedWales ar ran Cyngor Caerdydd,  
 gyda chymorth cyllid gan Lywodraeth Cymru



## Gwneud gwahaniaeth yng Nghaerdydd

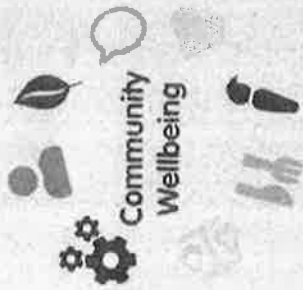
### Making a difference to wellbeing in Cardiff

Mae llawer o bethau'n gallu effeithio iechyd a lles unigolion. Byddwn yn cyfarfod â chi er mwyn trafod yr heriau rydych yn wynebu, gan helpu i wella eich sefyllfa a chyrraedd eich amcanion.

There are lots of things that can affect our health and wellbeing. We will meet you and listen to what challenges you are facing. We will support you to improve your situation and reach your goals.





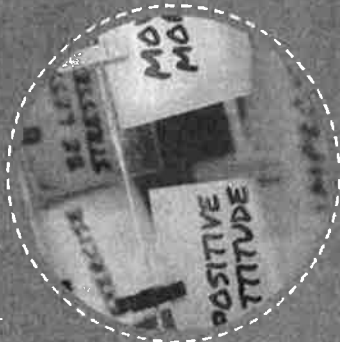


**Making a difference  
to wellbeing in Cardiff**

### Who we are

Community Wellbeing makes a difference in Cardiff by providing opportunities for people to overcome issues that are affecting their health and wellbeing

We achieve this by talking to people about what help they need to meet the challenges they face. We then support them to build connections, socialise and share experiences



If you are working with someone who you think would benefit from using our service, please let us know.

We accept referrals from all types of organisations across Cardiff

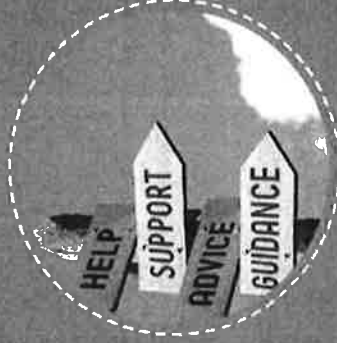
### What we can support people with

- Finding hobbies and interests to connect with what they enjoy
- Social worries such as housing, debt, benefit issues, work and family
- Improving physical health
- Reducing harmful habits such as drugs, alcohol, smoking or substance misuse
- Low level mental health interventions
- Isolation and loneliness



### What we provide

- One-to-one consultation
- Signposting to social activities and support groups
- A befriending network with one-to-one and peer group options
- Courses covering confidence building and therapeutic activities
- Access to the Healthful Network, which includes a variety of resources to support health goals
- Opportunities for volunteers



### Make a referral

If you know someone who would benefit from the Community Wellbeing service, please use our online referral form: [www.unitedwelsh.com/communitywellbeing](http://www.unitedwelsh.com/communitywellbeing)

This is not a crisis intervention service

### For more information:

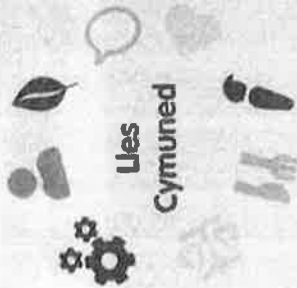
☎ 029 2085 8148

✉ [communitywellbeing@unitedwelsh.com](mailto:communitywellbeing@unitedwelsh.com)

🌐 [www.unitedwelsh.com](http://www.unitedwelsh.com)

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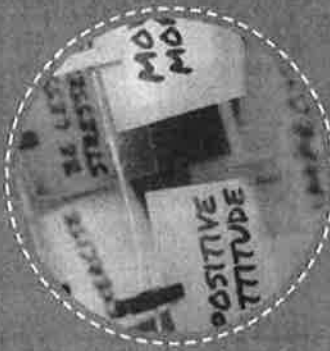
## Gwneud gwahaniaeth yng Nghaerdydd



### Amdanom ni

Byddwn yn gwneud gwahaniaeth yn y brifddinas wrth adroddu, cyflwyno a helpu i dacio pethau sy'n effeithio iechyd a lles unigolion.

Byddwn yn gwneud hymny wrth droed paw gwrthod sydd angen at bobl er ymabu eu henau. Yna, eu helpu i ddatblygu cyswlltadau, cymdeithiasu a rhwydweithio profiadau.



Rhowds wabod os ydych chi'n gweithio gyda rhywun a ddigol eidda o'n gwastanaeth.

Byddwn yn derbyn cyfeiriadau gan bob math o gyffwrdd a'r traws-yl bwrdddinas.

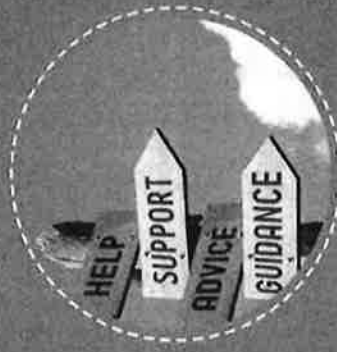
### Cafnogw pobl

- Creu hysbysu a ddiddordebau a hysbysu er helpu pobl i wneud eu hysbysu.
- Problemau cymdeithiasu fel hysbysu, dylfediad, budd-daliadau, gwahid a'r teulu.
- Gwella iechyd corfforol.
- Gostwng arferion niwedol fel cyffwrddau, alcohol, comeddau sylweddol neu smygu.
- Cymorth iechyd meddwl, llesol a'i.
- Ynyso cymdeithiasu, ac unigrywdd.



### Eiri dorparhaeth

- Ymgynghoriad i-un.
- Cyfnewid a'r weithgareddau cymdeithiasol a gwelir cymorth.
- Rhwydweithio ymgyswllt gydag agosynau un-i-un a grwpiau cyfeidiad.
- Cyswau addoliadau hyder a gwelir gareddeu iherapiwllig.
- Mynediad i'r Rhwydweithio Iechyd, yn cynnwys adroddau cymorth a'r cymorth amcangyfrifedig.
- Cyfnewid gwelir gareddeu.



### Cyfeirio pobl

Os yn adroddu rhywun a ddigol eidda o'n gwastanaeth gallwch chi eu cyfeirio wrth lenwi ffurflen arlin: [www.unitedwelsh.com/communitywelshbeing](http://www.unitedwelsh.com/communitywelshbeing)

Nid gwasanaeth atal argyfwng yw hwn.

### Manylion pellach:

- ☎ 029 2065 8148
- ✉ [communitywelshbeing@unitedwelsh.com](mailto:communitywelshbeing@unitedwelsh.com)
- 🌐 [www.unitedwelsh.com](http://www.unitedwelsh.com)

Darperni y gan ddim Thrive@UnitesWelsh ar ran Cyngor Caerdydd, gyda cymorth cyllid gan Lywodraeth Cymru.

My Ref: Scrutiny/Correspondence/Cllr Jenkins  
25 September 2019

Councillor Susan Elsmore  
Cabinet Member Social Care, Health & Well-being  
County Hall  
Cardiff  
CF10 4UW



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Dear Susan,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 11 SEP 2019**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an opportunity to consider a range of items on the agenda at its September meeting. To offer completeness, this letter includes the Committee's feedback on both the Cardiff & Vale of Glamorgan Regional Safeguarding Board's Annual Report 18-19 (Adults Board) and Quarter One Performance Report for Adult Social Services 2019-20.

**Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19**

Within the meeting questions were raised regarding the performance data on safeguarding Adults in the region, and the lack of context and insight into trends the data set out in the report currently provides. Members have noted that the data currently being collected is significantly different, and going forward, will offer a much higher level of detail with an additional reference to previous years. However, in order to better inform Members on the trend of adult safeguarding in the region and how the Cardiff & Vale Regional Safeguarding Adults Board is managing referrals, Members would like to request the following:

- The performance data captured in previous years;
- A greater breakdown of the figures; where the referrals have come from and average times taken to investigate inquiries;

**GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

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**WORKING FOR CARDIFF, WORKING FOR YOU**

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- Members would appreciate if this information could be provided for the years' 2015-2019.

In terms of strategic leadership, Members wish to highlight that there are some members of the Regional Safeguarding Adult Board that have not attended a Board meeting at any point throughout 18-19. As such, Members would like to recommend a review to the Board membership to ensure that it is both relevant and adequate.

With regard to the Child and Adult Practice Review Sub Group, the report states that the group has faced significant challenges in dealing with adult practice review referrals'. The report further states that one reason for the delays in these reviews was due to difficulties in the board reaching consensus. Within Committee, Members were assured that difficulties in obtaining consensus is historic, and were only present prior to the establishment of a 'robust business management framework' which is now provided by the Business Unit. Although the answer provided was somewhat detailed, Members would appreciate if clarity could be provided on exactly how these delays in practice reviews have specifically been addressed.

#### **Quarter One Performance Report 2019-20**

As discussed during Committee, Members wish to reiterate their concern that the capacity issues present in the directorate must be adequately addressed. Members also wish to highlight their apprehension that the directorate's current 'programme of transformation' does not contribute to this challenge, adding weight and pressure to a possibly over-stretched, and under resourced workforce. Members are of course aware that this 'programme of transformation' is being resourced through Integrated Care Transformation Fund (along with other funding streams) however, wish to reiterate the importance of ensuring that the directorate's ambitions are carefully aligned with allocated funding; preventing disproportionate expectations and ensuring that only realistic, sustainable targets are formed.



As detailed within the report, sickness rates appear to have risen; possibly indicating the start of a concerning trend. Members note the comments that greater investment is being directed into this area in order to better understand the root cause of this challenge, and as mentioned at Committee, Members will continue to closely monitor this area of work.

With regard to the current annual figure set for delayed transfers of care 2019-20 (2.33), given the capacity challenges mentioned in this letter, Members would recommend this be revisited in order to provide a more realistic figure.

In terms of the recruitment of approved mental health practitioners, Members noted the comments on the challenges faced in this area and were pleased to be informed of the training programme, professional leadership, and wider approach based focus currently being deployed within the directorate in order to solve this challenge.

Lastly, the formatting errors present in the report does deliver a degree of limitation for the recipient, hindering the ability for the document to be easily read and information being easily transferred. Members would therefore request that, going forward, the layout could be structured to ensure axes and table titles are all encompassed together on one page, comparable data from either previous years or quarters is provided, and when accumulative data and targets are present, these are explained accordingly. Such information would ensure the document can more greatly claim to be clear, transparent and open.

Thank you again for attending Committee, for ease of reference, the requests and recommendations set out within this letter are as follows:

**Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19**

- A briefing note to include the performance data on adult safeguarding captured between the years 2015-2019, and if known, a breakdown of where the referrals' have come from and the average time taken to investigate inquires.

- A recommendation that Board membership is reviewed to ensure that it is both relevant and adequate.
- Specific detail on how the delays in adult practice review referrals' have been addressed.

#### **Quarter One Performance Report 2019-20**

- With regard to the current annual figure set for delayed transfers of care 2019-20 (2.33), given the capacity challenges mentioned in this letter, Members would recommend this be revisited in order to provide a more realistic figure.

We look forward to receiving the information requested within this letter.

Yours sincerely,



**COUNCILLOR SHAUN JENKINS**

**Chairman - Community & Adult Services Scrutiny Committee**

Cc: Claire Marchant, Director, Social Services

Louise Barry, Assistant Director, Adult Services

Kate Bishop, Cardiff & Vale of Glamorgan Regional Safeguarding Boards Business Unit

Kim Brown, Service Manager, Policy & Performance

Cabinet Office

**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**

Fy Nghyf / My Ref : CM42368

Dyddiad / Date: 5th December 2019



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Cllr Shaun Jenkins  
Chair of CASSC  
Cardiff Council  
County Hall  
Cardiff  
CF10 4UW

Annwyl / Dear Cllr Jenkins

**Community & Adult Services Scrutiny Committee - Q1 Performance Report**

Thank you for your letter dated 25<sup>th</sup> September 2019 on behalf of the members of the Community and Adult Services Scrutiny Committee following its meeting on the above date.

I would like to thank members for their constructive comments and I am pleased to provide the following response to your queries below.

**Cardiff & Vale Regional Safeguarding Board Annual Report 2018-19**

A briefing note is attached including performance on adult safeguarding from 2015-2019, including the average time taken to investigate enquiries and a breakdown of where the referrals have come from.

In relation to your recommendation that Board membership be reviewed to ensure it is relevant and adequate, I would like to reassure you that reviews take place on a regular basis. The next review is due to take place in December.

In response to the query on how the delays in Adult Practice Review referrals have been addressed, there have been no delays in Adult Practice Reviews to

**ATEBWCH I / PLEASE REPLY TO :**

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall, Glanfa'r Iwerydd / Atlantic Wharf, Caerdydd / Cardiff, CF10 4UW,  
Ffon / Tel: (029) 2087 2420

**GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at aedi.

**WORKING FOR CARDIFF, WORKING FOR YOU**

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



date. The delays addressed in the Annual Report relate to Child Practice Reviews.

### **Quarter 1 Performance Report 2019-20**

Following the recommendation by members, the performance target for delayed transfers of care for 2019-20 is being reviewed in light of Quarter 1 performance, and the new target will be confirmed when Quarter 2 data is available.

Yn gywir / Yours sincerely



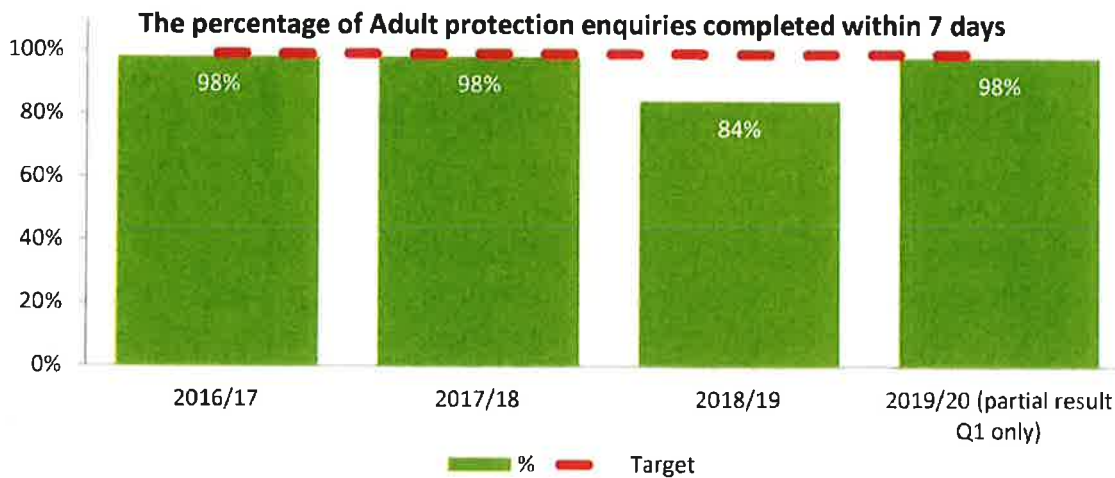
**Councillor / Y Cynghorydd Susan Elsmore**  
**Cabinet Member for Social Care, Health & Well-being**  
**Aelod Cabinet dros Ofal Cymdeithasol, Iechyd a Lles**

Enc.

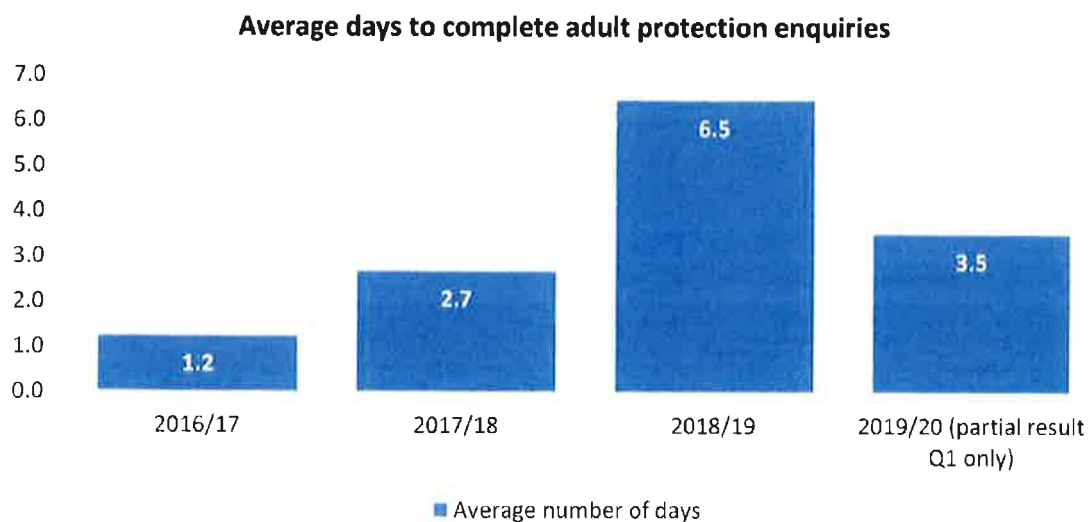
**Cardiff Council  
Social Services**

**Briefing Note – Adult Safeguarding**

The graph below displays performance in relation to the timeliness of Adult Protection enquiries since the indicator was introduced in 2016. Performance in the first half of 2018-19 dipped as a result of changes to arrangements within the adult safeguarding process and a period of resource issues within the team. A revised process was put in place, supported by new arrangements for adult safeguarding and performance recovered in the second half of the year. Performance is closely monitored by the Assistant Director for Adult Services and any issues identified will be taken forward via the Adult Safeguarding Plan.



The graph below displays the average number of days taken for adult protection enquiries to be completed. This reflects the performance in the chart above, with the average for 2016-17 and 2017-18 being well below the 7 day requirement. Although performance dipped in 2018-19, the average completion time remained under 7 days.



The graph below displays the source of adult protection enquiries. The majority of reports are consistently received from provider agencies and the local health board.

**Adult protection enquiries started by source of report**

