



**Cardiff
Caerdydd**

Cardiff Well-Being Plan
2018-2023

Annual report
2020/21





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“

Together we can make Cardiff
a great place to live for all our
residents”



Foreword

Throughout this past year, Cardiff Public Services Board (PSB) has led the response to the pandemic with an unprecedented level of partnership working. The arrangements put in place helped protect the most vulnerable, ensured the continued delivery of essential services and in some cases led to the transformation of services with the adoption of new ways of working and the use of technology.

Over 400 public sector staff came together to establish the city's Test, Trace, Protect Service to help stop the spread of Covid-19. Hotels were repurposed to protect the homeless and those sleeping rough, with many engaging with services and starting to address the complex needs that keep them on the streets. And, thousands of people volunteered to support our communities, including delivering food and medical supplies to the most vulnerable as part of the 'Together for Cardiff' initiative.

It has been a year like no other, and we are proud of our city's response, of the commitment and care of our public sector workers, the strength and resilience of our communities and businesses, and the partnership working between PSB members that has characterised the pandemic response.

As a PSB, we are now turning our attention to recovery and renewal. There will be significant challenges to overcome in the pandemic's wake, including projected higher levels of unemployment over the next two years particularly affecting young people, increased demand on health services due to a backlog of non-covid admissions and under reporting of hidden harms, and the need to take action in the face of climate change. We will meet these together. Lifting our eyes to the horizon, to life beyond the pandemic, we will take forward the spirit of joint endeavour and the extraordinary partnership working seen over the last 12-18 months into the great work of building a greener, fairer and stronger future for Cardiff.



Huw Thomas
Huw Thomas
Chair, Cardiff Public
Services Board



Charles Janczewski
Charles Janczewski
Vice Chair, Cardiff
Public Services Board

“

We will take forward the spirit of endeavour seen over the last 12-18 months into the great work of building a greener, fairer and stronger future for Cardiff ”

Introduction

About the Annual Report

This annual report outlines the work that Cardiff Public Services Board (Cardiff PSB) undertook over the 12 months, June 2020 to June 2021, to progress delivery against the Cardiff's Well-being Plan 2018-23. The report focuses on the response to the pandemic and plans for recovery and renewal.

The appendices includes an update on progress against the Well-being Plan's commitments and 'Cardiff in 2021' (in development) that provides trend analysis of each of the plan's well-being indicators.

What is Cardiff PSB?

Cardiff PSB brings together the city's public service leadership and decision-makers, including those from the Local Authority, Health Board, Natural Resources Wales, Welsh Government, the Third Sector and the Fire, Police and Probation services. The purpose of the PSB is to improve the economic, social, environmental and cultural well-being of Cardiff by strengthening joint working across the city's public services.

What is a Well-being Plan?

The Well-being Plan sets out the Cardiff PSB's priorities for action for the period 2018-23. The plan focuses on the areas of public service delivery which fundamentally require partnership working between the city's public and community services, and with the citizens of Cardiff.

The Well-being Plan should therefore be seen as a complementary document to the strategic plans of each PSB member, focusing on delivering 'collaborative

advantage' in areas of city life and public services which cut across all public and communities services.

The Plan contains Well-being Objectives, high-level priorities that Cardiff PSB has identified as being most important. It also contains 'commitments,' or practical steps that the city's public services, together, will deliver over the 5 years of the plan. The PSB's Well-being Objectives are:

1. Cardiff is a great place to grow up
2. Cardiff is a great place to grow older
3. Supporting people out of poverty
4. Safe, confident and empowered communities
5. A capital city that works for Wales
6. Cardiff grows in a resilient way
7. Modernising and integrating our public services

How is the Well-being Plan being delivered?

The Cardiff PSB has put in place a number of programmes of work in order to deliver in these areas where delivering improvement fundamentally requires partnership working across the public services.

How is progress measured?

The progress made in the delivery of the Well-being Plan will be reported in two ways:

- An update of the progress made in the delivery of the commitments or joint projects identified in the Well-being Plan (Appendix A).
- An update of how the city is performing against a series of outcomes indicators identified by the Cardiff PSB in the Well-being Plan, contained within this document and in the Cardiff in 2021 report (in development)



Well-being Objective 1

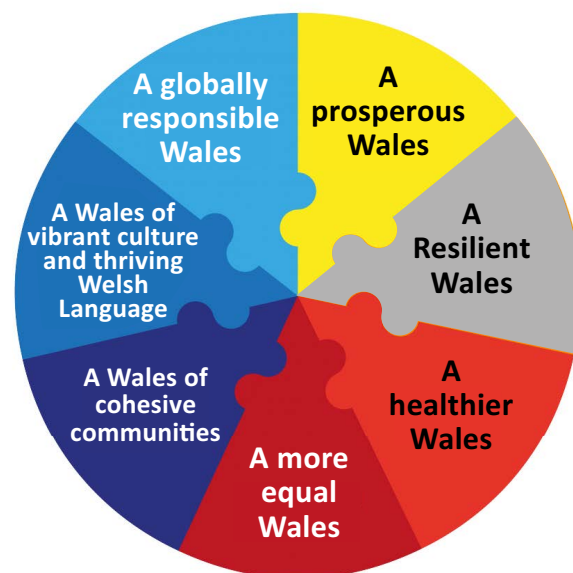
Cardiff is a great
place to grow up



Introduction

Cardiff is already a good place for many of its children and young people to grow up, with a fast improving school system alongside the advantages that a capital city can bring such as an extensive range of leisure, sporting and cultural opportunities.

However, the inequality evident in Cardiff can have a profound effect on the lives of children and young people and their families, and children who are disadvantaged - whether through disability, poverty, family circumstances, illness, neglect or abuse - will require particular help and support from across the public and third sector services and from within their communities. In particular, the city needs to address educational inequality and with the disruption to education due to Covid-19, access to good quality schools and the effective coordination of services around the child will be essential to closing the inequality gap.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	Cardiff in 2021	2021 vs 2020	2021 vs 2018 baseline
% children in low-income families*	17.9 %	18.5 %	18.2 %	20.7 %		
% children aged 4 to 5 who are a healthy weight	76.1 %	77.6 %	-	76.8 %		
% uptake of MMR2 by age 4	83.0 %	84.2 %	87.4 %			
Mental well-being: children & young adults and adults	10.9 (Wales)	-	10.5 (Wales)	**		
Key Stage 2 Pupils Achieving the Expected Level (L4+) in the Core Subject Indicator	% achieving	89.4 %	-	**	***	
	FSM gap	13.0	-	**	***	
Key Stage 4 Pupils Achieving the Level 2+ Threshold including English/Welsh & Maths	% achieving	58.5 %	60.4 %	58.2 %	**	
	FSM gap	32.8	30.5	32	**	
% Year 11 and Year 13 school leavers that are not in education, employment or training	Year 11	1.6 %	1.7 %	1.8 %	2.1 %	
	Year 13	2.4 %	2.0 %	1.9 %	2.6 %	
% children cycling/walking to school	49.6 %	50.2 %	51.3 %	51.5 %		

* Measure changed. Children aged under 20 changed to children aged under 16. 2018 and 2019 figures amended

** Source data not available or not suitable for comparison

*** Indicator no longer published

Overview of PSB work in 2020-21

The Covid-19 pandemic has seen the closure of schools and childcare settings across Cardiff, and has meant uncertainty for young people making the transition to employment or further education. Throughout the year, **the Council, schools and Health partners have worked together to ensure continuity of teaching and learning, to provide covid-safe spaces to teach children of critical workers and vulnerable children and to manage the safe reopening of schools.** Over 20,000 digital devices, and 2,500 new 4G broadband devices have been distributed to support continued access to education. **Children's Services has also played a significant role in supporting families.** During the first lockdown alone, the Family Gateway took over 1,000 calls and responded to more than 300 emails. Family Help Advisers worked with over 318 families to ensure they were referred to the right service.

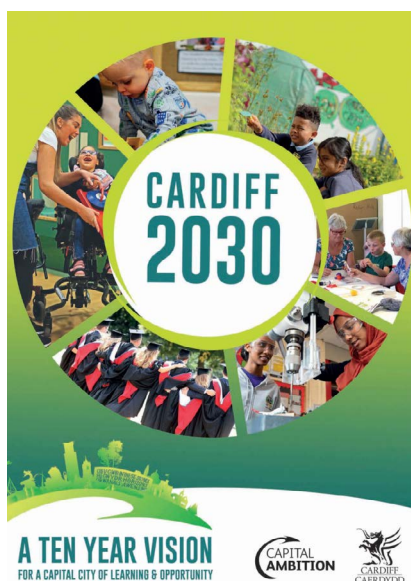
School leavers have received significant support from the Council's Youth Service. Progress has been maintained in supporting learners into education, employment or training (EET) with Cardiff's EET figure at 97.6% in the 2019/20 academic year. **'Cardiff Commitment' partners, including PSB members, have also been working together to provide employment pathways for young people** and care-

experienced young people, offering apprenticeships, traineeships and Kickstart job placements.

As the city looks to recovery, **a programme of activity is now been taken forward with PSB members to deliver a child friendly recovery** and continue on the road to becoming a UNICEF Child Friendly City.

The **immediate priority** will be for city partners to collaborate with school leaders to **refocus the Cardiff 2030 priorities for education and learning and continue the delivery of 'Cardiff Commitment'**, ensuring children and young people are able to keep in touch with the world of work and take advantage of job opportunities as they arise. **Positive messaging and communications** to celebrate resilience in the face of the pandemic and **encourage children and young people to look to the future** will also be key to realising aspirations. Work will also be undertaken to **ensure the child's voice is included in the development of city recovery and renewal plans**, in particular the voices of the seldom heard. As well as direct engagement, child friendly versions of plans and access to child right's impact assessments, UNICEF UK will support this work as required.

For the medium to longer term, work will be undertaken involving children, young people and their families to develop a **refreshed post-pandemic Child Friendly Strategy** by the end of 2021. This presents an opportunity to reflect not just on the experience of the last year, but the Child Friendly journey to date and to consolidate the lessons learned.





Well-being Objective 2

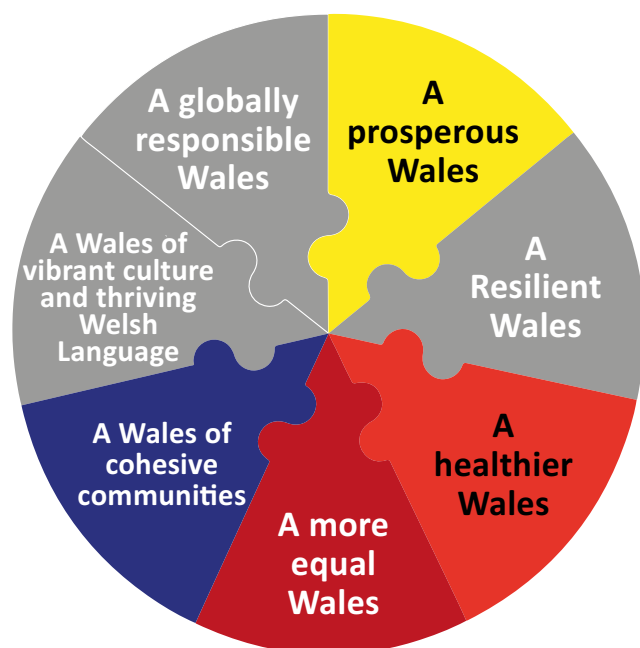
Cardiff is a great
place to grow older



Introduction

How a society treats people as they get older reflects its values and principles, and sends an important message to future generations. The Covid-19 crisis has highlighted the link between isolation and mental/physical health and how important access to services and community networks are, especially to the health and wellbeing of the older generation.

Cardiff's ambition is for the city to be a great place to grow older, where older people are more empowered, healthy and happy, supported by excellent public and community services and integrated within all areas of community life.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	Cardiff in 2021	2021 vs 2020	2021 vs 2018 baseline
Percentage of people aged 65+ who reported their general health as being very good or good		58.8	56.1	*		Red
Percentage of people aged 65+ reporting they felt involved in any decisions made about their care and support	76.8	78.4	78.9	**		Green
Percentage of people aged 65+ reporting they received the right information or advice when they needed it	82.5	80.2	77.7	**		Red
Percentage of people aged 65+ reporting they live in the right home for them	89.2	86.2	86.7	**		Red
Percentage of people aged 65+ reporting loneliness	83.5	86.0	84.8	**		Green
Life satisfaction among older people	-	79.5	84.6	*		Green

*Source data not yet available for 2020/21

**Survey not undertaken for 2020/21

Overview of PSB work in 2020-21

The pandemic has particularly impacted older people, with priority groups having to shield themselves from the virus, losing physical contact with their families and many requiring support to access medicine and the weekly food shop.

The Council through its welfare support services such as Meals on Wheels, has helped identify and ensure **regular contact with those living on their own and those at most risk of isolation**. 13,000 food parcels were delivered to the most vulnerable and **almost 500 volunteers collected prescriptions from pharmacists and helped access online shopping delivery slots**. Almost 200 data-enabled devices were offered for free to the most vulnerable in the community with **support available from dedicated Digital Inclusion Officers**. Befriending services, run through Age Connects and Age Cymru, have supported over 700 people, over the phone and virtually.

A key issue has been supporting safe discharge from hospital back home or into care settings and reducing hospital admissions. Throughout the pandemic the **First Point of Contact Hospital Team (Pink Army)** has worked with public sector, Community and other third sector partners to meet the needs of patients and support their return to independence. Despite the transition to home working, the creation of a new directory of services meant that the First Point of Contact team could continue supporting the most vulnerable, dealing with over 43,000 calls, maintaining a 99 % answer rate and supporting 1862 patients.

The city's **Independent Living Services** has continued to support older people to maintain their independence and reduce hospital admissions by embracing a more digital approach to delivering services with needs assessments conducted online or

by phone. Community groups have been supported to deliver events to keep older people connected online or to provide support to get online. **Going forward a blended virtual and face to face service will be delivered with the launch of local community well-being services accessed through the city's Community Hubs**. The service will provide short term, one-to-one mentoring using 'Advice prescribing' as a way of addressing issues.

The pandemic has further highlighted the importance of providing services that support the older generation to live long, happy and healthy lives. **'Reimagining ageing into the Future'**, the **Director for Public Health's annual report 2019**, published in 2020 sets out where the PSB needs to place its focus. To age well, people need a sense of meaning and purpose, good social connections and access to services that enable them to remain safe, active and independent.

Significant progress has been made with PSB members contributing to the **development of Cardiff's 'Working Towards an Age Friendly City' action plan** with the aim of delivering Age Friendly Communities as defined by the World Health Organisation (WHO). The action plan covers public buildings, housing, transport, community support and health, communication, participation and employment. This work will enable Cardiff to apply to become a member of the WHO's Global Network for Age-friendly Cities and Communities. **Following approval of the action plan by the PSB a dedicated Age Friendly Cardiff Partnership website is to be launched** to support partnership collaboration and raise awareness of the services available.





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Well-being Objective 3

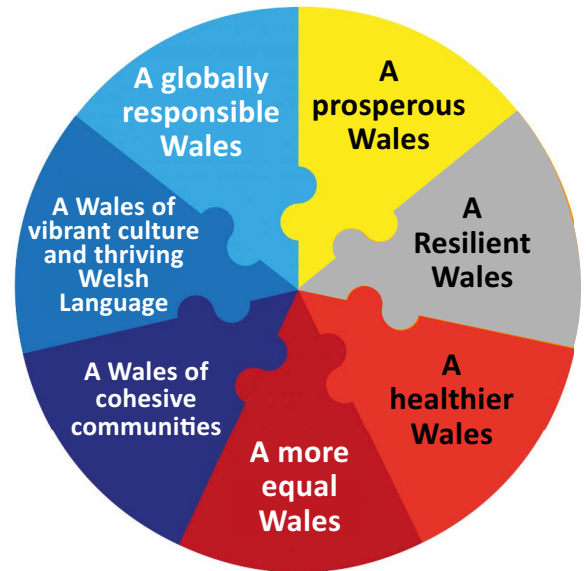
Supporting people
out of poverty



Introduction

Cardiff’s strong performance across a range of well-being indicators disguises deep and entrenched inequalities across the city. Over 60,000 people in Cardiff live in the 10 % most deprived communities in Wales.

Living in poverty can cast a long shadow over people’s lives – life expectancy and other health indicators are lower in the more deprived wards of Cardiff, air quality is poorer, there is less access to green space and crime in the city is concentrated in these areas. Covid-19 has had a bigger impact on more deprived communities in terms of fatalities, and the economic impact, in the short, medium and long term is likely to hit poorer communities harder.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	Cardiff in 2021	2021 vs 2020	2021 vs 2018 baseline
Percentage of households in poverty (i.e. below 60 % of median income) by MSOA (after housing costs)	16 %	19 %	16 %	13 %		
Long-term JSA Claimants (i.e. over 12 months)	1,210	1,005	565	500		
Healthy life expectancy at birth (male & female)	Male	-	61.2	61.7	61.9	
	Female	-	61.1	61.7	62.5	
Percentage of low birth weight babies	5.3 %	4.9 %	4.7 %	6.4 %		
Percentage of adults eating 5 or more portions of fruit and vegetables a day	31.5 %	31.7 %	33.9 %	*		
Percentage of adults active for less than 30 minutes in a week	24 %	27.4 %	30.7 %	29.4 %		
Percentage of adults who are current smokers	14 %	15.7 %	16.2 %	14.2 %		
Housing Affordability: Ratio of house price to median gross annual salary	6.58	6.74	6.73	7.63		
Rough sleepers per 10,000 persons	2.5	2.8	2.5	*		
Food poverty**	-	-	-	-		
Fuel poverty	23.81	-	9	*		

*Source data unavailable for 2020/21

**Food Cardiff Partnership developing measure through ASK Cardiff

Overview of PSB work in 2020-21

A new vision for homelessness, 'No Going Back', was approved by the Council's Cabinet in July 2020 building on the very successful partnership approach adopted during the onset of the pandemic where hotels were repurposed to get the vulnerable off the street and the wrap-round multi-agency support needed to address complex needs was provided on site. 'No Going Back' focuses on prevention, rapid assessment and triage but most importantly providing the **dedicated support needed to help individuals live independently** rather than following a default 'staircase' approach through hostels and supported accommodation. This has also led to the **expansion of the Multi-disciplinary Team** that targets those caught in the 'revolving door' of homelessness and prolonged periods of rough sleeping. The Team that includes social, mental and substance misuse workers as well as housing, police and probation officers is now able to offer **consistent health care and case management approaches**.

Since being recognised as a **Living Wage City** in 2019, a significant number of businesses have followed the example being set by PSB members, (most recently Cardiff and Vale University Health Board), in becoming accredited Living Wage employers. Targets set have already been exceeded with **144 employers now accredited** and 59,425 of the city's workforce now working for a living wage employer. **7553 employees have received a pay rise due to accreditation**.

'Move more, Eat well 2020-2023', Cardiff and Vale PSB's plan for preventing and **tackling obesity and health inequality** was launched online in July 2020 in the context of excess weight being recognised as a risk factor for Covid-19. Key priority areas relating to active travel, workplace health and healthy communities were promoted through social media and residents were signposted to the

Move More, Eat Well website for more information. **Innovative approaches to partnership working and engagement were adopted, in particular the response of Food Cardiff** and its work with partners to ensure that everybody in Cardiff could access healthy food during lockdown. Now that the city is on the road to recovery, the focus will turn to **developing a whole system approach**. This will align key partner strategies relating to healthy weight, food, active travel and the city's Sport and Physical Activity Strategy to foster **a healthier and more active population and a population that is more resilient to future health crises**.

A key strategy taking forward 'Move More, Eat Well' will be Food Cardiff's '**Good Food Strategy 2021-2024**'. This will provide the framework for a city-wide partnership working to ensure everyone has access to environmentally **sustainable, healthy and affordable food**. Work will centre around developing **a thriving and resilient local food economy that serves all communities** and providing all communities with opportunities for learning and developing skills in growing, cooking and nutrition.

As the city looks to recovery, taking collective action to tackling health inequities will be a top priority. The **Director of Public Health's Annual Report 2020, 'Let's leave no one behind'** published in September 2021, highlights the impact of Covid-19 on the population, on young people's well-being and mental health and the exacerbation of existing inequities. It puts the **spotlight on prevention**, identifies childhood immunisation, screening, healthy weight, and air quality as priority areas and sets out **a vision for future partnership working to deliver a healthier and more equal future**.



#movemoreeatwell



Well-being Objective 4

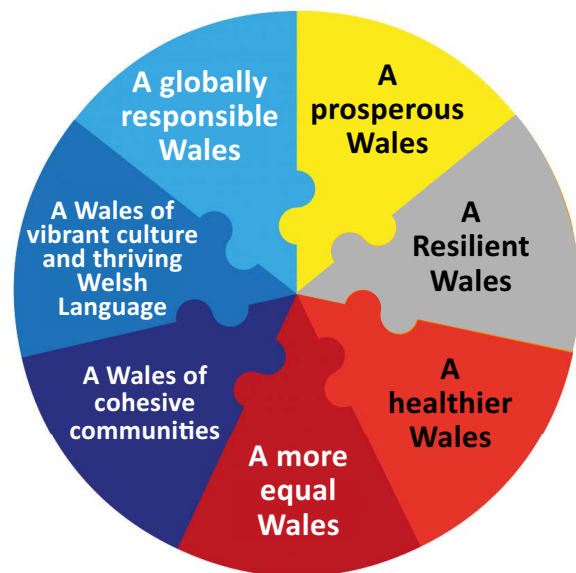
Safe, Confident
and Empowered
Communities



Introduction

Safe, confident and empowered communities are at the heart of well-being. They have a unique role to play when it comes to much of what we most value – our environment, safety, welfare, health and happiness.

Communities often possess the knowledge, skills, passion, creativity and an understanding of the local area that service providers simply do not have. And, in times of adversity, such as the challenge of Covid-19, strong communities have proven to be invaluable in helping services support the vulnerable. Ensuring that local communities are safe and empowered is therefore a fundamental component of a successful city.



Measuring Progress:

City level outcome indicator PSB is seeking to impact		Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	Cardiff in 2021	2021 vs 2020	2021 vs 2018 baseline
% agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect		53 %	-	56 %	*		
% able to influence decisions affecting their local area		28 %	-	21 %	*		
People feeling safe in the following situations: **	Walking in your neighbourhood in daylight	95.8	95	94.8	94.8		
	Walking in your neighbourhood after dark	66.9	63.6	59.6	58.7		
	Walking in the city centre in daylight	93.5	91.9	87.1	89.2		
	Walking in the city centre after dark	44.2	40.7	36.2	37.0		
% offenders who reoffend		37.3 %	38.4 %	-	40.6 %		
% clients of substance misuse services who reported improvement in quality of life		77.7 %	77.1 %	79.2 %	83.0 %		
% adults (aged 16+) who volunteer		30 %	28 %	26 %	*		

* source survey not undertaken in 2020/21

** new indicator used as previous question is no longer asked (To what extent do you agree or disagree with this statement: People in Cardiff are safe and feel safe?)

Overview of PSB work in 2020/21

The response to Covid-19 saw the PSB's Community Safety Partnership meet on a monthly basis, leading **a partnership approach to safeguarding the most vulnerable and keeping people safe**. New incident reporting arrangements were introduced to ensure frontline staff, including those working with the homeless and vulnerable migrant groups, could report the signs of danger or abuse. The Council patrolled with the police to maintain social distancing in Cardiff's parks and green space.

During the first lockdown, **1,000 people volunteered to help deliver food and medical supplies to the most vulnerable as part of the 'Together for Cardiff' initiative**. A high level of volunteering has continued with 491 volunteers supporting foodbanks, providing over 3,000 hours of additional support. 23 volunteers joined a new befriending scheme funded by Age UK, providing support to those feeling lonely or isolated. To build on this, a **Cardiff and Vale Covid-19 Volunteering Recovery plan** has been developed setting out recommendations for **transferring the levels of volunteering and community action during the Covid-19 pandemic on to a sustainable, long-term footing**.

As the city looks to recover, the Council, South Wales Police and the private sector are now working together to manage the safe reopening of the city centre and the Community Safety Partnership's leadership board, which reports to the PSB, is introducing **new governance arrangements to take forward the Community Safety Partnership's priorities for the year ahead** – Street Based Lifestyles and Complex Needs, Violence Prevention, Problem Solving pilot and Prevent/CONTEST. Cardiff's Community Safety Leadership Board is chaired by the Police and Crime Commissioner and the Cabinet Member for Housing and Communities and membership includes South

Wales Police, Probation, HMP Cardiff, South Wales Fire & Rescue Service, Cardiff & Vale University Health Board and Safer Wales.

The Street Based Lifestyles and Complex Needs priority group will help address the needs of the homeless and some of the most vulnerable on our streets. The group will take forward a public health approach to tackling substance misuse, aggressive begging and sex work. In particular, work will focus on addressing the underlying causes of substance misuse and its impact on communities by developing a holistic approach to meeting the needs of individuals, and the development of sustainable referral pathways and services.

The Violence Prevention priority group has been established in advance of the Serious Violence Duty and new Policing and Crime Bill due to come into force in 2022. The Council and its partners will adopt a public health approach to understand the causes and consequences of serious violence and take action to reduce serious violence through prevention and early intervention.

The logo for Volunteer Cardiff features the word "Volunteer" in a large, bold, blue sans-serif font. Below it, the word "Cardiff" is written in a smaller, green, cursive script font.



A **Health Needs Assessment on public injection** has been undertaken by Cardiff and Vale UHB, as part of a review of substance misuse services. The recommendations made will be progressed by the newly established Street Lifestyles and Complex Needs group including recommendations arising from a review of Cardiff and Vale's Needle and Syringe Programmes.

This year also saw the **launch of a new Youth Justice Services Development Strategy, 'All Our Futures'**. Significant progress has been made in strengthening strategic governance with the Youth Justice Board reporting through to the Public Services Board, and in the use of partnership intelligence to inform service delivery. A Resettlement Panel has been introduced to ensure that planning for a young person's release into the community commences from the moment they enter custody or become at risk of entering custody.

A **Race Equality Taskforce** has been established bringing public sector partners and major employers together to address racial discrimination and promote race equality in the city. Five thematic priorities have been identified: Employment and Representative Workforce, Children and Young People, Health, Criminal Justice and Citizens' Voice. Sub-groups have been established for each theme. The work of the Criminal Justice subgroup in partnership with Cardiff's communities will focus on disparity and disproportionality of outcomes for communities and service users, cultural awareness and anti-racist training, a representative workforce and community engagement.

Cardiff's Prevent programme continues to be rolled out. Its priorities are protecting people vulnerable to radicalisation, preventing people from becoming radicalised and working with the Third Sector and communities to deliver a programme of community engagement and training. Funding has been awarded by the Home Office for all 2021/22 projects with the focus on safety and leadership across a number of different population groups. As well as a focus on raising awareness across a wide range of stakeholders a **new 'Prevent Champions' initiative** has been introduced. Representatives from Third Sector organisations and community groups are being trained to become Prevent Champions with the potential for them to help with the delivery of services at the local level.





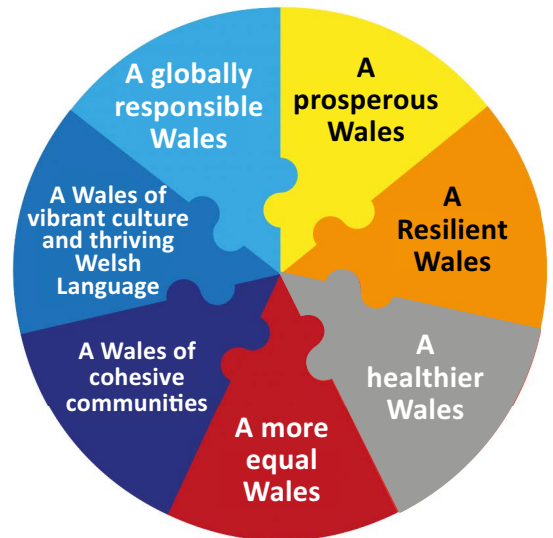
Well-being Objective 5

A Capital City that
Works for Wales

Introduction

Cardiff is the economic, political and cultural capital of Wales. As well as playing a vital role in creating jobs and attracting investment into Wales, it is the home of Welsh sport, politics, music and the arts, hosting major international sporting and cultural events, and provides specialist public services for the people of the wider Capital Region.

More than ever before, a strong city economy is needed to respond to the impacts of the pandemic and lead the recovery. In particular, job opportunities for young people in the hospitality, retail and cultural sectors are needed and investment in the city's flagship projects must continue to attract businesses and high-value jobs into the city and wider economy.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	Cardiff in 2021	2021 vs 2020	2021 vs 2018 baseline
Unemployment rate	6.1 %	5.2 %	4.1 %	3.8 %		
GVA per head	£30077	£30,889	£31,734	£32,333		
Gross Disposable Household Income per head	£16,237	£16,558	£17,095	*		
Employee jobs with hourly pay below Real Living Wage	20.7 %	21.5 %	17.6 %	15.4 %		
Population (16-64) qualified to NVQ4+	47.8 %	46.8 %	46.4 %	49.5 %		
% Been to any Arts Event in Wales	66 %	79 %	80 %	*		
% Visited any historic places in Wales	66 %	71 %	71 %	*		
% Visited a museum in Wales	54 %	58 %	63 %	*		
% Attended at Least One Cultural Activity in last 12 months	Most depr	80.3 %	85.7 %	87.2 %	67.6 %	
	Next most depr	88.0 %	92.6 %	90.8 %	76.4 %	
	Middle	92.2 %	92.6 %	93.7 %	81.1 %	
	Next least depr	94.1 %	94.5 %	94.7 %	81.7 %	
	Least depr	93.6 %	94.9 %	94.5 %	85.0 %	
% Adults that Speak Welsh	9 %	9.6 %	9.8 %	10 %		

*no Local Authority data available for 2020/21

Overview of PSB work in 2020-21

Through the innovative use of public space in the city centre and the creation of covid-safe areas such as the **Castle Quarter**, the Council in partnership with the city's Business Improvement District (FOR Cardiff) has provided opportunities for businesses to continue trading, significantly increasing footfall and generating approximately half a million pounds for the local economy.

However, Covid-19 has had a significant impact on Cardiff's economy with unemployment doubling over the last year due to the impacts on the hospitality, retail and cultural sectors. In particular, those in insecure and low paid work have been affected and many young people have lost their jobs or have been prevented from entering the world of work. Furthermore, unemployment in Cardiff is projected to be 50% higher compared to pre-pandemic levels for at least two years and is anticipated to hit the poorest areas of Cardiff the hardest.

To support recovery Cardiff Council's Economic Task force has been coordinating efforts to support business, safeguard jobs and create opportunities for young people. Almost **20,000 businesses** have received assistance and over £120 million has been paid out in financial support over the course of the pandemic. New permit arrangements for businesses

to use public space are continuing to mitigate the impact of Covid-19 restrictions. The **Kickstart Scheme** will provide funding to create new job placements for 16-24 year olds on Universal Credit who are at risk of long-term unemployment. 'One Million Mentors' has been commissioned to expand the mentoring programme for young people and the PSB and business is helping to ensure that every child has access to training, employment or further education when leaving school through the continued delivery of 'Cardiff Commitment'.

To create jobs, major development projects including the **Indoor Arena, the Canal Quarter, a district heating network and the city's low-carbon house building scheme** are continuing to be progressed to develop the green, foundational and high-value sectors of the economy. **Central Square** will continue to play a key role in attracting inward investment to create high-productivity jobs in the growing fintech, professional services and creative sectors.

The city's culture, events and tourism sectors are set to bounce back. However, due to the impact of Covid-19 on finances and with international tourism unlikely to return in the short-term, Cardiff's visitor offer has adapted to be more localised, creating experiences and attractions for the region. To increase footfall, the city's #samediff campaign is focusing on staycations and supporting local business, promoting outdoor assets and spaces.





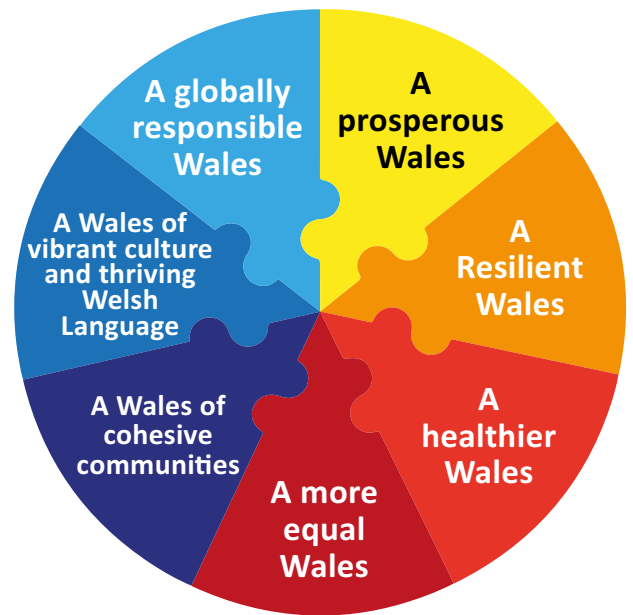
Well-being Objective 6

Cardiff grows in a
resilient way



Introduction

Cardiff is a growing city. Successful cities are those in which people want to live and this growth is welcomed and a sure sign of strength for the city. However, this growth will bring challenges too, putting pressure on both the city’s physical infrastructures and its natural environment. Ensuring this growth is sustainable and that the challenges of the climate emergency and of air quality are met, will be a major long term challenge for Cardiff as the city emerges from the Covid-19 crisis.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	Cardiff in 2021	2021 vs 2020	2021 vs 2018 baseline
Per capita CO2 emissions (t)	5.0	4.6	4.6	4.4		
% travel to work by sustainable transport	45.8 %	48.1 %	51.2 %	*		
Average NO2 concentration at residential locations	21	17	16	16		
Green Flag accredited parks	12	13	15	15		
Properties registered to NRW Flood Warning Service	8,480	8,204	10,027	7,697**		
% municipal waste reused/recycled/composted	58.1 %	58.3 %	59.2 %	58.1 %		

* source survey not undertaken in 2020/21

** decline reflects changes to the warning areas themselves as more accurate modelling is made available some properties move out of the ‘at risk’ area

Overview of PSB work in 2020-21

With significant restrictions on the use of the car and public transport, **the pandemic has presented opportunities to promote active travel and improve air quality in the city centre.** The Council has introduced three new segregated cycle routes on North Road, Senghennydd Road and around Sophia Gardens and air quality has improved on Castle Street following measures put in place to make the area covid-safe. Air quality analysis indicates consistent compliance with the legal air quality limit values set for Nitrogen Dioxide (NO₂). With the complete delivery of measures expected by the end of 2021, sustained air quality compliance on Castle Street is likely to continue.

However, a shift to sustainable modes of transport and significant reductions in carbon emissions is needed if the city is to mitigate the impacts of climate change and deliver resilient growth.

This year saw Cardiff Council set out its **draft 'One Planet Cardiff' strategy** and its vision of Cardiff becoming carbon neutral by 2030. Achieving this vision will require **a whole-city approach** to bring about a transformation in the use and generation of energy and the way people travel around the city. **Cardiff PSB's Climate Emergency Partnership Board is therefore playing a central role** in taking this approach forward. The final strategy will be considered for approval by the Council's Cabinet in Autumn 2021.

Membership of Cardiff PSB's Climate Emergency Partnership Board now includes Cardiff University and key utility companies including Wales and West Utilities, Western Power, and Dwr Cymru Welsh Water. **To inform the final 'One Planet Cardiff' Strategy, work is underway to more clearly define the city's current carbon footprint** and the impacts of current and potential climate responsive policies and projects. This will capture the current position of PSB members carbon reduction plans and start to identify areas for

collaboration. **Developing a baseline for the city,** will enable the impacts of future interventions to not only be evaluated in terms of carbon reduction but wider social and economic benefits.

The PSB's Climate Emergency Partnership Board is also working closely with partners on the **development of a behaviour change and engagement programme, recognising that behavioural change is the greatest challenge** to making the systemic changes needed to deliver **a 'net zero' future.** The programme will embed carbon-neutral thinking across the city and will target behaviours that have the biggest impact on achieving this ambition. The programme will enable the monitoring of behaviours over coming years and evaluation of interventions to inform future engagement and action going forward.

Vital to carbon reduction will be the Council's **City-Wide Low Carbon Development Strategy** currently in development. This will introduce guidance and practice to ensure that new developments contribute to a carbon neutral city. The sustainable design and construction principles identified will also inform the development of the city's next Local Development Plan (LDP).

The One Planet Cardiff Strategy also emphasises **the need to green the city's infrastructure** to not only support biodiversity and lock in carbon, but to improve air quality, increase access to the natural environment and improve the health and well-being of residents. The PSB is supporting a **city-wide programme to increase tree canopy cover in Cardiff from 18.9% to 25% by 2030.** As part of the Coed Caerdydd project, a scoping exercise has been undertaken to identify opportunities for increasing tree cover on PSB land. In terms of creating green space to improve health and wellbeing, Cardiff & Vale UHB is leading the way, with its work being recognised by the Future Generations Commissioner. In collaboration with partners and communities, as well as **introducing green space across the Health Board's estate,** a health meadow is being created at the University Hospital Llandough site to enhance biodiversity, support rehabilitation of patients and reconnect people with nature.



Well-being Objective 7

Modernising and
Integrating our
Public Services

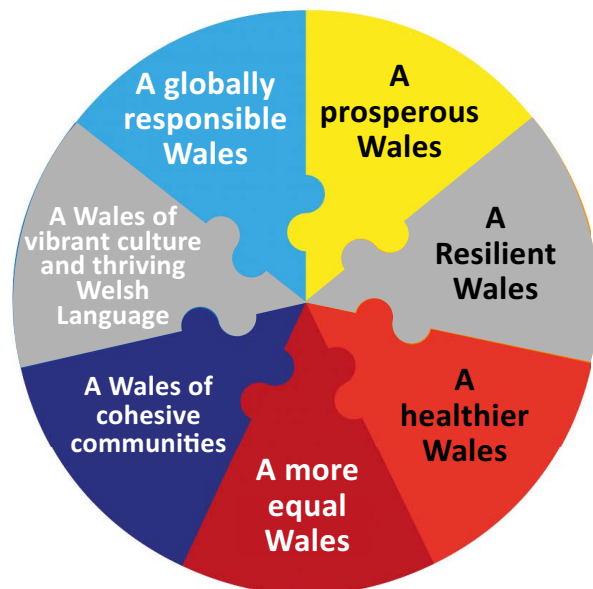


Introduction

Public services in Cardiff are undergoing a period of rapid change. Services are having to adapt in response to the rapid growth in population, the changing expectations of citizens, the consequences of poverty and significant and ongoing resource constraints.

No single service can meet the challenges they face alone. New, integrated approaches to service delivery are needed, characterised by a drive to break down and reshape organisational boundaries, systems and cultures around the needs of those receiving the service and the communities in which they live.

The response to the emergence of Covid-19 has shown what is possible with unprecedented levels of collaborative working and the switching to the use of technology to ensure the continued delivery of services. Service providers in Cardiff have a strong track record of working together, but this now needs to go up a gear to create a culture of one public service with one purpose - to deliver for the people of Cardiff.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	Cardiff in 2021	2021 vs 2020	2021 vs 2018 baseline
To what extent do you agree that the quality of public services in Cardiff is good overall?	65.5	71.9	64.3	72.8		

Overview of PSB work in 2020-21

In response to Covid-19, the city and its **public sector partners have embraced technology**, moving online to continue the delivery of a wide range of essential services. The ability to deliver services in this way has played a key role in **supporting the economy and the health and well-being of residents** - saving jobs, ensuring access to health and safeguarding services and improved air quality with a significant reduction in traffic on the roads. Only a few months into the pandemic, it was estimated that 3000 health consultations through the Health Board's 'Attend Anywhere Platform' had already saved Cardiff and Vale patients more than 30,000 miles of travelling to appointments, avoiding well over a tonne of CO2 emissions.

In anticipation that the shift towards online activities and digital service delivery will continue to accelerate post-pandemic, **investment in technology has been identified as a key priority across the city's recovery and renewal plans**. As well as attracting and supporting new businesses to the city, investment will give new impetus to the **SMART Cardiff** city strategy and the delivery of **smart built environments and services**. For example, work is now underway to look into expanding the city's clean air real time monitoring network. The data collected using this technology will provide the basis for research, policy development and health impact analysis. It will enable evaluation of interventions implemented through the city's Clean Air Plan and Transport Vision. The ambition is to link the network to the city's Traffic Management system to help implement future traffic management interventions, reduce congestion and improve air quality. All data will be openly shared and fully publicly accessible.

However, the pandemic has also put the spotlight on digital exclusion and the importance of alternative and local means of accessing services. This was highlighted in the feedback to **C&V UHB's Shaping out future clinical services consultation** held in April. As well as support for increasing the use of digital technology in service provision, with people citing good experiences of accessing primary and secondary care services online during the pandemic there was an emphasis on the need for face-to-face consultations and services for those unable to access or use technology. The consultation also emphasised the need for services to be developed around whole patient pathways and the greater integration and join-up of NHS services with partner services.

Due to the pandemic, **the Census 2021 survey was held digitally**. To encourage participation, staff across the public and third sectors and community groups worked closely with the Office for National Statistics to reach out to the most vulnerable and hard to reach groups. **The data collated by the Census 2021 survey will inform service planning and the development of services over the next 10 years.**

The logo for the 2021 Census, featuring the word 'census' in a lowercase, rounded, purple font, with '2021' below it in a similar but slightly larger font.

APPENDIX A – Progress against Commitments

1. Cardiff is a great place to grow up

Commitments	Update
<p>Place the voice and experience of young people at the heart of public services in Cardiff through adopting a Child’s Rights approach and becoming a UNICEF ‘Child Friendly City.’</p>	<p>Responding to the impact of the pandemic on children and young people’s education, mental well-being and pathways into employment, work is underway to ensure the child’s voice is at the heart of city recovery and renewal plans. The PSB has reaffirmed its commitment to Cardiff becoming a Child Friendly City (CFC) with partners continuing to act as CFC champions. The work of the CFC Strategy Group is to be reviewed to support city recovery and renewal.</p>
<p>Adopt a ‘Think Family’ approach, making sure that public services are joined up and that children and families are given the right support, in the right way, at the right time, including:</p> <ul style="list-style-type: none"> • Development of an Early Help Single Point of Access • Commissioning a new Families First Programme • Develop a joined up approach to the first 1000 days of a child’s life 	<p>Following consideration by the PSB, the Cardiff Family Advice and Support (CFAS) service was launched in November 2019. It provides a single point of contact (‘Family Gateway’) for information, advice and assistance services for any professional, parent, child or young person in Cardiff where there are no safeguarding concerns.</p> <p>The Family Gateway processed 1,081 applications from critical key workers requiring childcare for pre-school children during the initial lockdown restrictions. As at 31st March 2021, the Family Help and Family Help Disability teams were working with 487 children and young people. The work of the service during the pandemic has been recognised with the Early Help Police Community Support Officers receiving a South Wales Police recognition award for their work and contribution to community support. Early Help staff were chosen to appear on the Scott Mills Radio 1 show to share the positive work that has been undertaken by CFAS during the pandemic.</p> <p>Recently, the PSB has approved submission of Cardiff’s application to become a Pathfinder for the Early Years Integration Transformation Programme. This programme is focused on delivering on the PSB’s commitment to develop a more joined-up, responsive early years system that puts the unique needs of each child at its heart, from pre-birth to the end of the Foundation Phase (0-7).</p>
<p>Develop placed-based approaches to integrating public services for children and families in the city’s most deprived communities through a ‘Children First’ pilot in Ely and Caerau.</p>	<p>Cardiff’s ‘Children First’ pilot was absorbed within the work to develop the new delivery model for family advice and support services. (See Think Family commitment above)</p>
<p>Develop innovative approaches to identifying those at risk of Adverse Childhood Experiences (ACEs), putting in place multi-agency response to support children and families before they reach crisis point.</p>	<p>Innovative approaches to identifying those at risk of Adverse Childhood Experiences will be progressed through the development of the Child Friendly Cardiff Strategy and Cardiff Family Advice and Support (CFAS) service model.</p> <p>Referrals will be jointly risk assessed by social services and police making use of their databases to best identify safeguarding issues and appropriate interventions.</p>

Commitments	Update
<p>Work with communities and across partners in the public and private sector to tackle Child Sexual Exploitation.</p>	<p>In 2019, Cardiff introduced a combined Child and Adult Exploitation Strategy and led by Cardiff and Vale Safeguarding Board.</p> <p>Under this strategy, Cardiff Children’s Services and partners are piloting a new approach to managing and responding to exploitation under the SAFE model; Safeguarding Adolescents from Exploitation. This model seeks to;</p> <ul style="list-style-type: none"> • strengthen the individual safeguarding response to young people • strengthen engagement with families and carers in supporting them to keep young people safe • introduce mechanisms for partners to share information around groups and locations of concern to disrupt exploitation and to have oversight of themes and trends in the city.
<p>Improve mental health and emotional wellbeing for young people by delivering an integrated approach to Children and Young People Emotional and Mental Health Support.</p>	<p>Cardiff and Vale Regional Partnership Board has set up a single Administrative Single Point of Access for referral and support. This will enable clinicians and school staff to work together to decide the most appropriate support for a young person. A new Emotional Wellbeing website is being developed. This will provide information on what support is available across partners and the different ways to access them.</p>
<p>Support young disabled people and their families through the delivery of the Disabilities Futures programme.</p>	<p>Cardiff Council, the Vale of Glamorgan Council and Cardiff and Vale University Health Board launched the Joint Commissioning Strategy for Adults with a Learning Disability in June 2019. The strategy provides the framework for the planning and delivery of adult learning disability services and is being delivered through the work of the Regional Learning Disability Programme Board.</p> <p>In March 2020, the Cardiff & Vale Carers Gateway was launched providing a single point of contact for supporting and engaging carers across Cardiff and the Vale of Glamorgan.</p> <p>Liaison nurses and health workers are now based in hospitals and community disability teams to support adults with a learning disability.</p> <p>The Disability Futures Programme has been stood down. Its work relating to adults with a learning disability now falls under the remit of the Regional Learning Disability Programme Board. Work relating to positive outcomes for children and young people has been transferred to the regional Starting Well Partnership and its delivery groups.</p>
<p>Make sure young people are prepared for and given opportunities to participate in the world of work through delivery of the ‘Cardiff Commitment’, in partnership with the private and third sector.</p>	<p>The ‘Cardiff Commitment’ is helping to ensure that every child has access to training employment or further education when leaving school. Over 300 businesses have engaged to date or made specific pledges to support schools and young people.</p> <p>To deliver a Child Friendly Recovery following the pandemic, an immediate priority will be for city partners to collaborate with school leaders to refocus the Cardiff 2030 priorities for education and learning and continue the delivery of ‘Cardiff Commitment’.</p>

2. Cardiff is great place to grow older

Commitments	Update
<p>Building on the First Point of Contact and Single Point of Access services, further develop easily accessible telephone, online and face-to-face access points for the region, for both professionals and the public.</p>	<p>Due to a successful transition to working from home the First Point of Contact Hospital Team (Pink Army) made up of public sector, Community and other third sector partners has continued to meet the needs of patients and support their return to independence. The creation of a new directory of services meant that the First Point of Contact team could continue supporting the most vulnerable, dealing with over 43,000 calls, maintaining a 99% answer rate and supporting 1862 patients.</p>
<p>Develop resilient communities with local services, infrastructure and strong community networks to meet local needs where older people live.</p>	<p>Cardiff Older Persons Strategy was approved in March 2019. Implementation of the strategy is overseen by the Cardiff and Vale Health, Housing and Care Programme Board.</p> <p>During the pandemic, a more digital approach to delivering services has been adopted, conducting virtual needs assessments or assessments by phone, supporting community groups to deliver events or providing support to older people to get online. Going forward a blended virtual and face to face service will be delivered.</p> <p>Over the coming year, an innovative new service will be launched to support adults who feel socially isolated and to help people manage their own personal wellbeing in collaboration with health and third sector partners. The Wellbeing Support Service will introduce local community well-being services embedded within the city's Community Hubs team. The service will provide short term, one-to-one mentoring to those that need it, helping them to access the right support and using 'Advice prescribing' as a way of addressing issues.</p> <p>'Reimagining ageing into the Future' the Director for Public Health's 2019 annual report (published 2020) sets out where the partnership needs to focus to ensure people live happy and healthy lives into older age. The PSB will prioritise the development and implementation of age-friendly policies across public services, the targeting of interventions to tackle loneliness and intervention and digital inclusion.</p> <p>PSB have contributed to the development of Cardiff's 'Working Towards an Age Friendly City' action plan that aims to deliver Age Friendly Communities as defined by the World Health Organisation (WHO). Following approval of the action plan by the PSB, a dedicated Age Friendly Cardiff Partnership website is to be launched to support partnership collaboration and raise awareness of the services available.</p>
<p>Develop and provide a range of future accommodation options to meet demand and enable people to remain at home.</p>	<p>Implementation of the Older Persons Housing Strategy continues to be implemented across Cardiff by the Cardiff and Vale Health, Housing and Care Programme Board. The development of a care-ready specification has set a high standard for adaptable, attractive and well-designed older person housing options.</p> <p>A range of new build community living schemes across the city have been progressed, with planning consent achieved for the Maelfa, St. Mellons and Worcester Court. Bute Street and Riverside schemes are ready for Pre-Application Consultation and the Moorland Road scheme is soon to be at this stage. External works have commenced at Broadlands Court and work will soon start at Heathmead.</p>

Commitments	Update
<p>Develop improved assessment, diagnosis and care planning practices which are built upon genuine collaboration with older people and their carers and families, so that their plan reflects what is important to them and achieves the outcomes they seek.</p>	<p>A Single Point of Access for Discharge has introduced multi-disciplinary triage approach for expediting safe hospital discharges for people who may need some support or care to return home.</p> <p>Work is now being progressed to further develop collaboration between the Single Point of Access Team and the First Point of Contact Hospital Team (Pink Army) that was established during the pandemic to help reduce delayed discharge from the Dragon Heart Hospital.</p>
<p>Make Cardiff a dementia friendly city</p>	<p>The Dementia Friendly Cardiff website and resource hub was launched in October 2020, providing a ‘one-stop shop’ for information about services and support in the city. Adapting to the pandemic, there have been over 550 digital events showcased via the website assisting people living with dementia, their carers, families and businesses who want to offer support.</p> <p>‘Read about Me’ has been created by Cardiff & Vale Health Board as a simple, effective new way to assist people with a dementia or cognitive impairment who are receiving medical care. Providing person-centred information, it allows all staff to have a better understanding of the patient, without the need for repetition of their personal story. ‘Read about Me’ has been distributed to every single resident in a Care Home within Cardiff.</p> <p>Dementia Friend training continues to be rolled out across PSB organisations.</p>

3. Supporting people out of poverty

Commitments	Update
<p>Aim to provide more well-paid jobs in Cardiff through acting as an advocate for the Real Living Wage initiative across the public, private and third sector employers, and including its consideration in commissioning and funding decisions.</p>	<p>In November 2019, Cardiff was recognised as a Living Wage City. The majority of PSB members are paying the living wage or applying to become accredited. Cardiff and Vale University Health Board became accredited this year and a significant number of businesses have followed the PSB's lead. 144 employers in the city are now accredited Living Wage employers, with 19 becoming accredited during 2020/21. There are now 59,425 people working for an accredited Living Wage employer and 7553 workers have received a pay rise.</p>
<p>Support people who are adversely affected by welfare reform by providing an integrated approach, locally delivered in Community and Wellbeing Hubs.</p>	<p>All frontline staff within Community and Well-being Hubs have been trained to identify when families will be required to claim Universal Credit. Tailored support, advice and guidance is available in all Hubs and outreach locations across the city.</p>
<p>Develop an integrated approach to employment services in Cardiff, helping people to find work, stay in work and progress at work, working in partnership with Welsh Government, DWP and training providers.</p>	<p>Cardiff Into Work Service, has brought around 40 employment services together in one place to help support people to get and keep a good job, whilst supporting those affected by Welfare Reform and the roll-out of Universal Credit.</p> <p>During 2020/21, the service incorporated the Council's in-house employment agency and Adult Community Learning, creating wrap-around support and pathways into permanent employment. The service has enhanced its capacity in response to the economic challenges arising from Covid-19 and is now able to support more than 55,000 clients and 250 employers annually. Advice was given almost 50,000 times during 2020/21. 814 people secured employment as a result of the support provided.</p>
<p>Ensure that the Welsh Government's flagship anti-poverty programmes (Communities First Exit Plans, Families First, Flying Start and Supporting People) are designed and delivered in a co-ordinated way.</p>	<p>Welsh Government's Flexible Funding Programme enables local authorities to take a strategic approach to early intervention, prevention and support through the flexible use of different grants, particularly in respect of joint planning and commissioning, to better support outcomes for local residents.</p> <p>Cardiff Council has therefore put in place arrangements so that the Housing Support Grant and the Children and Communities Grant are not viewed in isolation. This has led to jointly developed and commissioned services in response to the priorities of the City and service user needs. Work will continue on strengthening the links between the grants to improve data collection and sharing.</p>
<p>Seek to end rough sleeping in the city and tackle the causes of homelessness.</p>	<p>A new vision for homelessness, 'No Going Back', was approved in July 2020. 'No Going Back' will focus multi-agency working on prevention, rapid assessment and triage and providing dedicated support to help individuals live independently, moving away from a default model of hostels and supported accommodation. The Multi-Disciplinary Team has been expanded to include social, mental and substance misuse workers as well as housing, police and probation officers and is now able to offer consistent health care and case management approaches.</p>

Commitments	Update
<p>Seek to increase the impact of public services as anchor employers on tackling poverty through adapting employment policies and exploring cross-public service approaches to ‘Social Responsibility’ policy and ‘Community Benefits.’</p>	<p>The Council has published its annual modern slavery statement for 2021-22, setting out its commitments to ensuring modern slavery and human trafficking have no place in its business and supply chains. The Cardiff and Vale Multi-Agency Anti-Slavery Forum is taking this work forward.</p>
<p>Support a city wide Food Partnership to ensure citizens have access to sustainable, healthy and affordable food.</p>	<p>Food Cardiff has launched its Good Food Strategy 2021-24. A Food Cardiff Board has been established to give strategic direction. Key partners are Cardiff Council and Cardiff and Vale UHB. The core aim will be to work with partners to promote access to healthy and local food with a low carbon footprint. This will support the delivery of the Cardiff and Vale ‘Move More, Eat Well Plan’ adopted by the PSB in January 2020, delivering an improved food offer in educational settings and communities across the city.</p>
<p>Undertake additional research on how best to tackle health inequalities and reduce the healthy life expectancy gap.</p>	<p>In October 2019, the PSB received a report by Public Health Wales providing a detailed analysis of key local health inequities (immunisation, screening, physical activity and healthy eating), mapping the available data/intelligence and reviewing interventions already in place. The Director for Public Health’s Annual Report, ‘Lets leave no-one behind’ published in September 2021 has revisited this analysis adding air quality as a key area for attention and, providing recommendations for action for the PSB as part of the city’s recovery and renewal programme.</p>
<p>Work to support delivery of Cardiff’s Sport and Physical Activity Strategy to increase participation of current and future generations in sport and physical activities, particularly in our city’s most deprived communities.</p>	<p>Cardiff and Vale PSB’s ‘Move more, Eat well Plan, 2020-2023’, was launched online in July 2020. Innovative approaches to partnership working and engagement were adopted, in particular the response of Food Cardiff and its work with partners to ensure that everybody in Cardiff could access healthy food during lockdown. The focus is now on developing a whole system approach. Led by the PSB, a Move, More Cardiff Leadership Group is to be established overseeing the development of Cardiff’s Physical Activity and Sport Strategy 2022-2027 in the context of delivering on ‘Move More, Eat Well’.</p>

4. Safe, Confident and Empowered Communities

Commitments	Update
<p>Invest in and involve communities in the delivery of integrated, locally-based public and third sector services in Community and Wellbeing hubs.</p>	<p>Investment in community health and wellbeing hubs continues to be rolled out across the city as part of Cardiff and Vale University Board’s Shaping Our Future Wellbeing strategy and its vision to provide more healthcare facilities closer to home. Refurbishment work has been completed to transform the former Chapel at the Infirmary into a health and well-being facility serving the south and east of Cardiff. Work has started on the Maelfa Health and Wellbeing Hub and the Council and UHB are also in the initial stages of developing a new Health and Wellbeing Hub for the communities of Ely and Caerau.</p>
<p>Give people a greater voice in shaping public services through developing and delivering co-created Community Involvement Plan/s.</p>	<p>The Community Safety Partnership is working with communities to develop targeted approaches to tackling crime in their area and to empower local people to improve the area in which they live. County lines, off road motorcycle annoyance and diversionary activities for young people have been identified as priorities. Area based working has been paused during the pandemic but will recommence in Grangetown/ Butetown and Adamsdown/Splott as restrictions ease.</p>
<p>Promote volunteering and social action, including development of a city volunteering portal.</p>	<p>Volunteer Cardiff (www.volunteercardiff.co.uk) has become an established portal for civic activity, signposting Cardiff residents to all the opportunities, organisations and support available to enable volunteering in the city. (Keep)</p> <p>As part of the ‘Together for Cardiff’ initiative, 1,000 people volunteered to help deliver food and medical supplies to the most vulnerable at the start of lockdown in March 2020. High levels of volunteering have continued with 491 volunteers supporting Foodbanks, providing over 3,000 hours of additional support. 23 volunteers joined a new befriending scheme funded by Age UK, providing support to those feeling lonely or isolated during the pandemic.</p> <p>A Cardiff and Vale Covid-19 Volunteering Recovery plan has been developed by Cardiff Third Sector Council setting out recommendations for transferring the levels of volunteering and community action during the Covid-19 pandemic to a sustainable, long-term footing.</p>
<p>Protect our most vulnerable citizens, adopting integrated approaches to tackling trafficking, child sexual exploitation and domestic abuse.</p>	<p>The Cardiff and Vale Regional Safeguarding Board has developed a joint Child and Adult Exploitation Strategy to reflect new and emerging themes of child and adult exploitation such as modern slavery. Work is underway with partners to strengthen the Council and partners’ approach to contextual safeguarding, recognising that outside of the family unit, the different relationships that young people form in their neighbourhoods, schools and online can feature violence and abuse.</p> <p>Cardiff Children’s Services and Partners are piloting a new approach to managing and responding to Exploitation under the SAFE model; Safeguarding Adolescents from Exploitation. This model seeks to;</p> <ul style="list-style-type: none"> • strengthen the individual safeguarding response to young people • strengthen engagement with families and carers in supporting them to keep young people safe • introduce mechanisms for partners to share information around groups and locations of concern to disrupt exploitation and to have oversight of themes and trends in the city.

Commitments	Update
<p>Tackle radicalisation in our communities by building cohesion and trust, and promoting an environment where people have the confidence to report extremist behaviour.</p>	<p>Cardiff's Prevent programme continues to be rolled out. Funding has been awarded by the Home Office for all 2021/22 projects with the focus being on safety and leadership across a number of different population groups. Representatives from Third Sector organisations and community groups are being trained to become Prevent Champions with the potential for them to help with the delivery of services at the local level.</p> <p>A Community Cohesion Action Plan has been developed to work with partners to actively monitor community tensions, build resilience to hateful extremism and provide support to witnesses and victims of hate crime.</p>
<p>Reduce offending and improve life opportunities for the 18-25 age group by developing an integrated, locally-focussed, approach to offender management.</p> <p>Reduce levels of drug use and substance misuse, and levels of reoffending, through delivering a jointly-commissioned substance misuse service.</p>	<p>Since the launch of the new Youth Justice Services Development Strategy - 'All Our Futures' in June 2020, significant progress has been made in strengthening strategic governance and the use of partnership intelligence to inform service delivery.</p> <p>As part of a wider review of substance misuse services a Health Needs Assessment on public injection has been undertaken by Cardiff and Vale UHB. The recommendations are now been taken forward supported by the Community Safety Leadership Board and its newly established Street Lifestyles and Complex Needs priority group. This includes recommendations arising from a review of Cardiff and Vale's Needle and Syringe Programmes.</p> <p>In May 2021, the Community Safety Partnership presented to the Council's Community & Adult Services Scrutiny Committee on drug activity pre and post the emergence of Covid-19, the challenges now faced and how these will be addressed through the new governance structure for community safety.</p>
<p>Make sure that newcomers from the UK and overseas are welcomed and can build new lives in Cardiff, including delivering the 'Inclusive Cities' project.</p>	<p>The Inclusive Cities strategy and action plan continues to be rolled out. The Community Safety Partnership is leading on the co-ordination of support for migrant communities, supporting access to legal advice for those whose immigration status is uncertain and which could place them at additional risk of the pandemic's economic and health impacts. A Phase 2 action plan for Inclusive Cities is to be developed in autumn 2021 focussing on support for migrant communities and recovery from the pandemic.</p>
<p>Deliver a safe and vibrant night time economy, working in partnership with the Business Improvement District.</p>	<p>Following lockdown due to Covid-19, the Council, South Wales Police and the private sector have worked closely to manage the safe reopening of the city centre and begin the city's recovery. A memorandum of understanding between the Council and South Wales Police has been agreed to ensure effective management of public spaces.</p> <p>The Community Safety Partnership has identified the Night Time Economy as a priority to be taken forward by its Violence Prevention group.</p>

5. A capital city that works for Wales

Commitments	Update
<p>Strengthen Cardiff's role as the economic, cultural capital city of Wales, supporting the development of the Capital Region and ensuring that the City Deal and the Cardiff Metro deliver for the people of Cardiff and Wales.</p>	<p>The Council has established an Economic Recovery Task Force to lead the post-Covid economic recovery in Cardiff, supporting businesses and in particular providing opportunities for 16-24 year olds through the 'Kick Start' scheme. The PSB and employers across the city will continue to work with schools to support young people to access training and employment, through 'Cardiff Commitment'.</p> <p>The PSB has supported the Council to reopen the city centre as a Covid-secure, attractive and people-centred environment for residents and visitors. This created safe new areas for consumers and allowed the hospitality sector in the city centre to trade safely.</p> <p>Finances have been secured through the Cultural Recovery Fund and the Capital Recovery Fund to ensure that St David's Hall and the New Theatre, Cardiff's internationally-renowned live music and theatre offer, has been supported during the pandemic.</p>
<p>Seek to make sure that Cardiff has the funding and fiscal powers it needs to lead the Welsh economy and deliver capital city infrastructure and services on behalf of the people of Cardiff, the Capital Region and Wales.</p>	<p>Identified by the Cardiff PSB in its report 'Brexit – Implications for Cardiff' the future of regional funding in Wales remains an ongoing cause of uncertainty. EU funding has been a significant financial contributor to regional and local economic development and therefore any change represents a significant potential risk for Wales.</p> <p>However, the new Community Renewal Fund and UK Shared Prosperity Fund that is to follow, replacing European structural funds from 2022, provides opportunities to invest in skills, local businesses and employment. Furthermore, Cardiff is in category 1 of the Levelling Up Fund recognising that the city has one of the highest levels of need in Wales. This provides an opportunity to unlock investment in local infrastructure, town centre and high street regeneration, local transport projects, and cultural and heritage assets. The projects proposed for this funding will play a crucial role in increasing productivity and prosperity in the city over the long term.</p>
<p>Understand the impact of Brexit on Cardiff's economy, public services and communities and develop the city's response, including the shape of any successor programmes for European Funding streams in Wales.</p>	<p>Following the publication of the PSB's 'Brexit: Implications For Cardiff' report a 'Cardiff and Brexit' webpage has been signposting businesses, EU residents and individuals to guidance and support.</p> <p>It is recognised that Cardiff is vulnerable to a disruptive Brexit, with significant levels of exports going to EU markets. Close liaison with local employers will continue to mitigate the impact of Brexit, including delays at the borders and the associated implications for supply chains. The Council continues to lead a robust ongoing strategy to address the challenges and opportunities posed by Brexit.</p> <p>Work has continued to support EU citizens including vulnerable adults to apply to the EU Settlement Scheme (EUSS). A programme of engagement and digital support to access the scheme online has seen good uptake. Compared to an estimate of 21,000-25,000 EU Nationals living in Cardiff, 21,200 applications have been made to the scheme as of 31 March 2021.</p>

Commitments	Update
<p>Continue to deliver major events in the city, building on the success of the Champions League Final, in partnership with Welsh Government and the private sector.</p>	<p>Covid-19 has delayed progress on the development of the city’s Events Portfolio, the delivery of the Signature Music event and work to establish the feasibility of a 2030 FIFA Football World Cup bid.</p> <p>With international tourism unlikely in the short term, Cardiff’s visitor offer has therefore adapted to be more localised, creating experiences and attractions for the region. Successful Covid-safe test events have already been delivered on the grounds of Cardiff Castle, including Tafwyl – the Welsh music and cultural festival and Eid celebrations.</p>
<p>Aim to double the number of Welsh speakers in Cardiff by 2050 through supporting the delivery of the Bilingual Cardiff Strategy.</p>	<p>In line with the Welsh Government’s vision for an additional million Welsh Speakers by 2050, Cardiff will need to increase the number of Welsh Speakers in Cardiff by 15.9 % by 2022. Progress will not be known until publication of the 2021 Census.</p> <p>Significant progress has been made in supporting the growth of the Welsh language in Cardiff. In 2020/21, 764 pupils were allocated Reception places at Welsh-medium primary schools, representing 18.5% of the total intake across the city – Cardiff’s highest intake to Welsh-medium primary schools to date.</p> <p>Welsh-medium education plans have been approved for the expansion of Ysgol Y Wern and new Cylch Meithrin provision, dual-stream provision to serve the Plasdŵr development and increased provision in Central Cardiff.</p> <p>In 2020, the Tafwyl Welsh language festival went online, extending its reach to a global audience. Around 25,000 people engaged with the festival and more than 8,000 accessed digital content.</p>

6. Cardiff grows in a resilient way

Commitments	Update
<p>Adopt an integrated approach to the planning and delivery of public services in the city's new communities.</p>	<p>The PSB has commissioned its Partnership Asset Management Board to develop principles for developing/utilising spaces in partnership and will report back to the Board. Next steps include further development of the master planning of new communities and a public services assets/land review.</p> <p>Feeding into the master planning will be the development of the Council's City-Wide Low Carbon Development Strategy. This will include developing guidance and practice to ensure new development contributes to a carbon neutral city. The next Local Development Plan (LDP) for Cardiff will be developed and delivered in line with this principle.</p>
<p>Aim for 50% of all journeys in Cardiff to be by sustainable travel by supporting the development and delivery of the Cardiff Sustainable Transport Strategy.</p>	<p>The PSB launched its Staff Healthy Travel Charter in April 2019 setting out a number of commitments to help encourage employees to make the switch to sustainable modes of transport and introduce more electric vehicles into the workforce fleet.</p> <p>All partners have made progress against the 3 year targets especially around agile working. To promote active travel, three new segregated cycle routes have been introduced on North Road, Senghennydd Road and around Sophia Gardens. To reduce carbon emissions in the workforce fleet, 12 electric vehicles have been introduced into Cardiff Council's Recycling and Neighbourhood Services, with 5 more electric Refuse Collection Vehicles (RCV's) on order.</p> <p>Cardiff Council has set a target to increase the number of people walking or cycling to work from 31% to 43% by 2030. Consultation has started on an active travel map including latest information on where segregated cycleways would be feasible and plans to connect the city's 130 schools to the active travel network. The consultation is also inviting the public to identify new active travel routes.</p> <p>In addition to the Staff Healthy Travel Charter, the PSB has launched a Business Healthy Travel Charter in partnership with FOR Cardiff.</p>
<p>Take a city-wide response to air pollution through supporting the development and delivery of a Cardiff Clean Air Strategy</p>	<p>The PSB supported the development of the Council's Clean Air Strategy, published in June 2019, targeting improvements to the active travel infrastructure in the city centre and some of the worst polluted areas across Cardiff.</p> <p>Air quality has improved on Castle Street following a number of measures put in place to facilitate the pandemic and a subsequent reduction in traffic. Air quality analysis indicates consistent compliance with the legal air quality limit values set for Nitrogen Dioxide (NO₂). With the complete delivery of measures forecasted for the end of 2021, sustained air quality compliance on Castle Street is likely to continue.</p>
<p>Ensure that the city is prepared for extreme weather events associated with Climate Change, including raising awareness and encouraging behavioural change amongst residents, businesses and visitors to the city.</p>	<p>Storm Dennis (February 2020) was a major flooding event, damaging homes and businesses and causing landslides and power cuts across many areas of South Wales. Natural Resources Wales briefed the PSB on the challenges faced and will report back to the PSB on lessons learnt. Additional funding has been allocated to improving flood defences.</p>

Commitments	Update
<p>Seek to reduce the carbon footprint of the city's public services by working to ensure that all public buildings are energy and waste efficient</p>	<p>PSB partners are working together to review existing assets (buildings and land) and design the future specification of public services to reduce the city's carbon footprint. The PSB is supporting Cardiff and Vale University Board to develop its proposals for the future delivery of clinical services and hospitals of the future. A new service delivery model is to be developed involving infrastructure changes to the hospital estate and necessary service reconfigurations in community care, building on the integrated whole system model developed with the Regional Partnership Board.</p> <p>By relocating staff from Wilcox House to County Hall or home working arrangements the Council has reduce its accommodation footprint by approximately 60,000 sq.ft.</p>
<p>Explore the potential for divesting public investments from fossil fuel companies.</p>	<p>Cardiff Council's Pensions Committee has considered a Climate Change Investment Policy in consultation with the Pension Fund's independent advisers and the other LGPS funds in Wales. Work is ongoing to develop the policy in response to the comments of Committee and Board members. The outcomes of this work will be brought to the PSB for consideration in 2021/22.</p>

7. Modernising and integrating our public services

Commitments	Update
<p>Adopt a cross-public services approach to the management of public property and assets.</p>	<p>Following the Ystadau Cymru and Welsh Government’s Making Assets Work Review (MAWR), the Cardiff and Vale Regional National Assets Working Group undertook an asset review identifying where there are opportunities for new partnership service provision to be explored. Principles for utilising spaces in partnership are to be drawn up for consideration by the PSB, and will form part of the city’s public services recovery and renewal programme.</p>
<p>Develop and appropriately skill the city’s public service workforce to meet changing needs and demands.</p>	<p>In response to Covid-19, PSB members have continued to work together, temporarily redeploying staff along with training to ensure the delivery of essential services. (Keep)</p>
<p>Develop a joined up approach to consultation, engagement and research.</p>	<p>PSB members continue to support one another on communication, consultation and engagement, particularly over the course of the Covid-19 crisis.</p> <p>The PSB has supported residents to participate in Census 2021, the key survey that will inform service planning across the public sector over the next 10 years. Due to the pandemic a ‘Digital Census’ was held.</p> <p>Following feedback from PSB organisations the Council has published its new Equality and Inclusion Strategy 2020-24. The strategy recognises the impact of Covid-19 on different communities and prioritises the development of services and partnerships to actively address inequality, exclusion and underlying structural inequalities in Cardiff.</p> <p>The PSB will be involved in the development of the new statutory ‘Citizen Engagement Strategy’ in 2021/22. The strategy will look at new ways of engaging communities and will take into account learning from the Covid-19 pandemic. Particular focus will be placed on increasing participation from the most deprived, most disconnected and seldom heard groups in society.</p>
<p>Seek to deliver public and third sector services and workforce that are representative of the city and its communities, especially BAME communities.</p>	<p>The Council has established a Race Equality Taskforce bringing public sector partners and major employers together to address racial discrimination and promote race equality in the city. Work around employment and a representative workforce has been agreed as a key priority.</p>

