

Appendix A - Adults, Housing & Communities – Corporate Risks

Safeguarding													
Description	Inherent Risk	Residual (Current) Risk	Target Risk	Risk Owner(s)									
Systemic failure in the effectiveness of the Council's safeguarding arrangements together with other statutory safeguarding partners.				<p>Sarah McGill (Jane Thomas)</p> <p>Councillor Huw Thomas Leader</p> <p>Councillor Norma Mackie Social Care, Health & Well-being</p> <p>Councillor Chris Weaver Finance, Modernisation and Performance</p>									
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Potential Impact(s)	What we've done/are currently doing to achieve the Residual Risk Rating	What we plan to do to meet target
<ul style="list-style-type: none"> • An adult(s) suffer(s) preventable abuse or neglect which may result in harm or death • Reputation of Council and partners • Severe adverse publicity • Potential regulator intervention • Loss of confidence by community in safety of adults • Loss of confidence of staff in the overall “safety” of the service, impacting on morale, recruitment and retention • Potential litigation with associated financial penalties • Significant financial implications of formal intervention 	<p>Adult Safeguarding</p> <ul style="list-style-type: none"> • Review of escalating concerns process underway to strengthen arrangements and interface with safeguarding procedures and large-scale enquiries. • Development completed of an improved quality assurance process for care homes that includes monitoring visits undertaken by social workers in addition to Contracts staff and the commitment to undertake urgent (same day) on-site monitoring when serious concerns are raised. • Advice / guidance has been produced for family members to inform them of what they should look for when choosing a care home for a loved one / when visiting a loved one in a care home and what they should do if they are worried / concerned about the quality of care. • Quality Assurance Frameworks have been included with the DAPL and DPS Framework and this has been implemented. • Contributing to and supporting the regional review of MARACs (domestic abuse MARAC, SWOT MARAC and Human Trafficking MARAC). We will now be taking this learning into practice. • Supporting people who hoard and self-neglect and developing sustainable and holistic approaches to achieving outcomes has now been completed and is being shared with staff teams. Phase 2 of this project has now commenced. <p>Young person’s MDT in partnership with Children’s services and Housing to address the needs of young people with complex transitional arrangements, behavioural difficulties or known risks has now been launched and is fully operational.</p> <p>Targeted training work in front facing services with low take up is ongoing but will be further developed in Q1 2023/24, with gaps in training being identified.</p> <p>Continue to review the Safeguarding Policy following publication of</p>	<p>Corporate</p> <ul style="list-style-type: none"> • Data development work on cross council referrals • Output of self-assessments to be quality assured, included and tracked through Directorate Delivery Plans. <p>Adult Services</p> <ul style="list-style-type: none"> • Develop whole home large scale enquiry process - to be completed 09/2023 (this is now to be completed regionally not locally) • Partnership development activity between Learning Disabilities Team, third sector services and Adult Safeguarding to better address incidents of Service User on Service User abuse in supported living services setting - target removed as project on hold due to current work pressures. <p>Develop and improve our public facing Safeguarding communications to build trust and confidence with the public. Ensure there is consistency in external and internal reporting of Safeguarding referrals - Target April 2023.</p>

best practice by Welsh Government

Type(s) of Impact		Linked Risks	Key Indicators / measures used to monitor the risk
<ul style="list-style-type: none">• Service Delivery• Reputational• Legal• Financial	<ul style="list-style-type: none">• Partnership• Community & Environment• Stakeholder	<ul style="list-style-type: none">• Increase in Demand (Children's Services)• Workforce - Social Services	<ul style="list-style-type: none">• SCC.014 Percentage of initial child protection conferences carried out within statutory timescales during the year• SCC.034 Percentage of child protection reviews carried out within statutory timescales during the year• SSWB 27 Percentage of re-registrations of children on local authority Child Protection Registers• SSWB 28 Average length of time for all children who were on the CPR during the year• Res 15 - Percentage of Council staff completing Safeguarding Awareness Training

Welfare Reform

Description	Inherent Risk	Residual (Current) Risk	Target Risk	Risk Owner(s)										
<p>That the Council cannot meet its statutory obligations with reduced budgets and the increased demands placed upon it by the effects of Welfare Reform including, Universal Credit, further reduction in Benefit Cap and size restrictions for social tenants. The potential impact of these changes on rent arrears, homelessness and child poverty make these changes a significant risk.</p> <p>In 2022 the DWP will commence the rollout of migration for claimants from legacy benefits to Universal Credit.</p>				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #d9e1f2;"> <th colspan="2">Risk Owner(s)</th> </tr> <tr> <td style="width: 50%; text-align: center; vertical-align: middle;"> Sarah McGill (Jane Thomas) </td> <td style="width: 50%; text-align: center; vertical-align: middle;"> Councillor Lynda Thorne Housing & Communities </td> </tr> </table>	Risk Owner(s)		Sarah McGill (Jane Thomas)	Councillor Lynda Thorne Housing & Communities						
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Potential Impact(s)	What we've done/are currently doing to achieve the Residual Risk Rating	
<p>Benefit claimants are priced out of the private rented sector market</p> <ul style="list-style-type: none"> • Private landlords stop renting to benefit claimants • Private landlords leaving the rental housing market • Social housing rents become unaffordable to some claimants, in particular those with large families • Increased homelessness and demand for temporary accommodation – increased numbers seeking help with homelessness due to loss of private sector accommodation has already been seen. This is expected to increase further with the end of the evictions ban. • Increased rough sleeping • Increased rent arrears, increased evictions - The impact 	<ul style="list-style-type: none"> • Communities staff continue to work closely with private sector landlords and advice agencies to mitigate wherever possible the reduction in benefit income to help prevent eviction. The Rent Arrears Pathway has been created using a one front door approach, supporting people to access the help they need to pay their rent or any arrears they have accrued. • New schemes and incentives have been created to support both Landlords and tenants to obtain and retain accommodation in the PRS. These include rent in advance and bonds, help with the cost of repairs and bespoke packages. • Housing Options have undertaken a review of staffing levels due to increased demand on the service with prevention of homelessness its core objective. A range of support interventions are offered to tenants and landlords to reduce those needing to access homeless services. • Increased partnership working to ensure that specific groups are encouraged to access help at the earliest opportunity. The service is being marketed to reach as many vulnerable clients as possible, working with Rent Smart Wales, Community Hubs, CAB and Cardiff Credit Union. • Housing Solutions and Housing Help line has moved to the Advice service. This will ensure that those who are homeless or threatened with homelessness can access advice and support in their own community or over the phone and be triaged into the right help. A successful initial pilot was carried out for Prevention Advice in Hubs, to test further expansion. • Housing Options service are working with third sector partners to help clients move into settled accommodation in the private rented sector, primarily for single people with low support needs who have lived in supported accommodation. • A streamlined process is in place for re-housing tenants who need to downsize as a result of the social housing size restrictions. DHP is being used to pay removal costs and to cover shortfall while tenants are waiting to move. Welfare Liaison team within the housing service is in place to assist tenants affected by the changes. Work has been carried out to identify those affected by the Benefit Cap and to advise them accordingly and to identify the most vulnerable families and award DHP. • DHP process has been reviewed to ensure that all those who request a DHP are given budgeting, income maximisation and debt advice. • Digital inclusion training and Universal Credit Support has been rolled out across all the Community Hubs, Adviceline and Housing Helpline. 	<p>Leasing Scheme and our own tenant matching scheme. The schemes offer a range of support services and benefits to the applicant and to the private landlord with the aim of making tenancies successful for both parties. Q4 2022/23</p> <ul style="list-style-type: none"> • Introduction of landlord portal so that HA's and in the future, private landlords can access information quickly about amount of and dates of payments due online Q4 2022/23 • Additional training will be provided when the migration of UC commences. (ONGOING)

on Council tenant rent arrears has already been considerable and is having an impact?? on the HRA, this will continue to increase as more tenants move onto Universal Credit. Increased council rent arrears could impact on HRA and lead to barriers to building additional affordable housing

- Redeployment / Severance for housing benefits staff
- Changing demands on Council stock resulting in increased voids and/or undersupply of smaller properties
- LA less likely to pre-empt those who may be affected by changes and therefore unable to put mitigation steps in place This has already had a negative impact as the number of families affected by the Benefit cap who the advice teams have been able to initiate contact has reduced.

- Further additional resource has been agreed for supporting council tenants following the implementation of Universal Credit Full Service as rent arrears have increased significantly, staff have been recruited to assist with this and the new team is working well. Rent arrears procedure has been reviewed to include a more preventative and flexible approach and assistance for more vulnerable tenants.
- Regular meetings are held with social housing providers to monitor and improve processes.
- In depth assessments continue to be completed at point of presentation to include a financial statement which will allow discussion to be had around possible expenditure concerns.
- Expansion of the Private Rented Sector Housing Solutions Team to include a dedicated single point of contact for landlords, and dedicated phone line for landlords will mean contact is easier.
- Digital and budgeting support available from Into Work and Money Advice on a Saturday for the first time for those who are claiming UC and in work.
- Prevention Team now moved over to Advice Service, aligning with the Housing Solutions team. Review of the service has been carried out and will remove duplication of work. Prevention Officers will provide support from Community Hubs across the city in January 2023.

Utilising different funding streams to support people during the cost of living – Housing Prevention Fund, Cost of Living Discretionary Fund, Together for Cardiff Funding.

Utilising Cost of Living Discretionary fund for Fuel Voucher Scheme, partnering with ACE to distribute vouchers. Further working with Food Cardiff and Foodbanks, Money Advice team to support at locations across the city; using Food Poverty grant to support schools with food vouchers and clearing school meal debt.

Funding has been allocated to the Money Advice Team for 1 year to increase staffing, which will help with the negative impacts of both Welfare Reform and the pandemic on citizens. A request will be made to extend this by another year. Funding has been secured to expand the Money Advice Team through Multiply (Shared Prosperity Fund), this will allow the team to carry out more in-depth support at additional venues.

• Increase in poverty and child poverty, potentially an increase on demand on social services

Rise in cost of living pushing people further to crisis point, and affecting those who wouldn't ordinarily require support from Council Services i.e. those in work, those with mortgages/homeowners.

Increase in interest rates meaning mortgages become more unaffordable, rise people in mortgage arrears, more landlords increasing rent prices to cope with interest rate increase and more landlords selling properties or requiring them back for themselves.

Rise in cost of fuel and food prices, making more people choose between heating and eating.

	Type(s) of Impact			Linked Risks		Key Indicators / Measures used to monitor the risk		
						Number of customers supported and assisted with their claims for Universal Credit		
						Additional weekly benefit identified for clients of the city centre advice team		