

Appendix 1 – DRAFT version of Cardiff’s Corporate Plan 2024-27 as relevant to CASSC.
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Delivering a Stronger, Fairer, Greener Cardiff

Cardiff Council Corporate Plan 2024-27

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Wellbeing Objective 2:

Cardiff is a great place to grow older

Our priorities for delivering a stronger, fairer, greener Cardiff in 2024/25:

- Supporting older people to stay active and connected in an Age-Friendly City
- Supporting older people to live independently at home through strengths-based preventative services
- Working in partnership to deliver high-quality sustainable care and support
- Supporting unpaid carers and valuing their role
- Ensuring our services meet the needs of the most vulnerable

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What we will do to make Cardiff a great place to grow older

Supporting older people to stay active and connected in an Age-Friendly City

Ref	We will:	Lead Member	Lead Directorate
S2.01	<p>Work with partners as part of our commitment to be an Age-Friendly and Dementia Friendly City by:</p> <ul style="list-style-type: none"> • Playing a full part in the World Health Organisation’s Network of Age-Friendly Cities; • Measuring our success through a city-wide evaluation framework and key performance indicators; • Recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly; • Producing an annual report on progress. 	Cllr Norma Mackie	Adult Services, Housing & Communities
S2.02	<p>Encourage employment and prevent discrimination against older people in the job market by:</p> <ul style="list-style-type: none"> • Working in partnership with the Department of Work and Pensions to deliver Adult Learning’s 50+ Employable Me course and engage employers to offer guaranteed interviews to participants who complete the training; • Increasing digital sessions across the city supporting older people with digital deprivation, continuing with the digital tablet gifting scheme; • Encouraging employers to sign up to the Age Friendly Employer Pledge scheme operated by the Centre for Ageing Better and developing Cardiff-specific reporting to track progress. 	Cllr Norma Mackie	Adult Services, Housing & Communities
S2.03	<p>Provide opportunities for all people to get involved in their community, and in particular to support older people to stay active and connected, including:</p> <ul style="list-style-type: none"> • Working with community groups and volunteers to broaden the range of 	Cllr Norma Mackie & Cllr Lynda Thorne	Adult Services, Housing & Communities

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	<p>activities, events and opportunities to get involved offered in the Hubs;</p> <ul style="list-style-type: none"> • Further developing and embedding the “Hubs for All” approach, improving access to community activities for those who need additional support; • Following the successful development of the Wellbeing Hub in Llanedeyrn, working with the University Health Board on plans for a similar scheme for Ely and Caerau and to fully integrate health initiatives into all Hubs; • Continuing to build on the advice and support available in Hubs for older people and carers; • Continuing to review the effectiveness of the actions taken to prevent loneliness and isolation. 		
NEW	<p>Work with Primary, Community and Intermediate Care (PCIC) to support and embed a preventative approach to reducing demand on GP services by:</p> <ul style="list-style-type: none"> • Promoting a preventive approach through the effective use of social prescribing; • Ensuring patients receive the right support at the right time by improving GPs’ awareness of available services within the community; • Increasing GP engagement and collaboration via the Cluster Multi-disciplinary Teams to support the development of a whole systems approach to address citizen needs. 	Cllr Norma Mackie	Adult Services, Housing & Communities

Ref	Key Performance Indicator	Target
K2.01	The number of digital and face-to-face Dementia Friendly City events held	2,300
NEW	The number of individuals who have attended the designated courses for those aged 50+ delivered by the Into Work Advice Service	80
K2.02	The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team	85%
K2.03	The number of events held to support people to keep active and stay mobile	500

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K2.04	The number of participants at the events held to support people to keep active and stay mobile	8,000
K2.05	The number of events held to support people to remain connected and stay social	1,400
K2.06	The number of participants at the events held to support people to remain connected and stay social	15,000

Supporting older people to live independently at home through strengths-based preventative services

Ref	We will:	Lead Member	Lead Directorate
S2.04	<p>Provide the right help at the right time to help people stay independent at home by:</p> <ul style="list-style-type: none"> • Further developing our First Point of Contact Service to include a multi-disciplinary team approach focused on supporting independence, embedding this in the hospital and fully implementing the approach in the community; • Fully embedding empowering and strengths-based social work through improved training and support; • Working with partners and across services to develop and extend a trusted assessor approach within Council services; • Completing the modernisation of our homecare service to provide both a full reablement service and short-term emergency care by December 2024; • Embedding the use of new technology and equipment to support independence and further developing the proposals for the Independent Living Wellbeing Centre; • Exploring all opportunities for additional funding to support the delivery of disabled adaptations and re-focus use of funding to best meet need; • Building on the support available to help older people move to more appropriate housing and develop a model of housing with care to be delivered in the new older persons housing developments. 	Cllr Norma Mackie	Adult Services, Housing & Communities

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S2.05	<p>Continue to deliver new older persons housing which supports independent living, including:</p> <ul style="list-style-type: none"> Continuing the construction of the community living schemes at St Mellons and achieving a start on-site for the Maelfa project by April 2024; Completing the construction of the Leckwith Road and Bute Street community living projects by March 2025; Subject to planning approval, commencing the development of the Michaelston Wellbeing Village in November 2024; Completing Block B of Channel View by summer 2025 and Block A by the end of 2027. 	Cllr Norma Mackie & Cllr Lynda Thorne	Adult Services, Housing & Communities
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Ref	Key Performance Indicator	Target
K2.07	The percentage of clients who felt able to live independently in their homes following support from Independent Living Services	95%
K2.08	The percentage of new cases assisted by First Point of Contact where a more comprehensive assessment is not required	70%
K2.09	The average number of calendar days taken to deliver a disabled adaptation (from initial contact to the works certified completed date)	185
K2.10	The number of service user sessions delivered within Care Hub day services	6,500
K2.11	The number of care hours delivered by Care Hub day services	40,000
K2.12	The percentage of people satisfied with services provided by Adult Social Care	Target to be based on 2023/24 outturn
K2.13	The percentage of service users of the Community Resource Team – Homecare Service who were satisfied with the service received from the carers who supported them	95%

Working in partnership to deliver high-quality sustainable care and support

Ref	We will:	Lead Member	Lead Directorate
S2.06	Work to support timely and safe hospital discharge by:	Cllr Norma Mackie	Adult Services, Housing & Communities

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	<ul style="list-style-type: none"> Monitoring and reviewing arrangements in the Integrated Discharge Hub and Hospital Discharge team to ensure opportunities for hospital discharge are maximised; Reviewing the success of the hospital discharge pathways for Discharge to Assess (D2A), Discharge to Recover and Assess (D2RA), and the Community Resource Team and reporting on the findings. 		
S2.07	<p>Work with care providers to deliver good-quality care that meets current and future needs, to include:</p> <ul style="list-style-type: none"> Embedding the Quality Assurance Framework and developing a set of performance indicators to measure the quality of commissioned care provision by September 2024 for domiciliary care and by December 2024 for residential care; Supporting people to remain at home, where appropriate, by effective use of domiciliary care and through effective use of technology; Promoting the development of high-quality nursing and dementia care through more targeted commissioning of services. 	Cllr Norma Mackie	Adult Services, Housing & Communities
S2.08	<p>Listen to the voices of our citizens and increase their choice in care provision by:</p> <ul style="list-style-type: none"> Improving our engagement with older people, seeking meaningful input and feedback; Reviewing the effectiveness of the trusted partnership approach with care providers to further increase flexibility of care; Reviewing current usage of our services, and taking steps to ensure all Cardiff communities are aware of, and have access to, our services. 	Cllr Norma Mackie	Adult Services, Housing & Communities
S2.09	<p>Support the social care workforce by:</p> <ul style="list-style-type: none"> Engaging with Welsh Government to seek to secure appropriate funding to sustain the real Living Wage for care workers; Further developing the Cardiff Cares Academy to provide training, mentoring and employer support; Providing proactive support to help care workers achieve registration; 	Cllr Norma Mackie	Adult Services, Housing & Communities

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	<ul style="list-style-type: none"> Further developing carer skills to support hospital discharge and reablement. 		
S2.10	Improve recruitment and retention of social workers and occupational therapists by implementing the Workforce Development Strategy Action Plan and by taking a “grow our own” approach to increase qualified staff.	Cllr Norma Mackie	Adult Services, Housing & Communities

Ref	Key Performance Indicator	Target
NEW	The percentage of cases triaged by the Integrated Discharge Hub within one working day	Baseline being set
NEW	The total number of discharges with care	Baseline being set
K2.14	The percentage of permanent social worker vacancies in Adult Services	12%
K2.15	The total number of domiciliary care workers in Cardiff registered with Social Care Wales	Target to be equal to 2023/24 outturn
K2.17	The average time from referral to the Brokerage Team to the start of domiciliary care	12 days
K2.18	The average number of people waiting for domiciliary care at month end	<30

Supporting unpaid carers and valuing their role

Ref	We will:	Lead Member	Lead Directorate
S2.11	Listen to unpaid carers and families to ensure we provide the help they need by: <ul style="list-style-type: none"> Reviewing the results of consultation and co-producing services with carers; Improving arrangement for respite – piloting a sitting service for unpaid carers to allow them to take a break and recommissioning residential respite services to better meet need; Improving advice services and support for carers – building on the success of Care’diff by launching a distribution channel for information and signposting to services, support and targeted activities; 	Cllr Norma Mackie	Adult Services, Housing & Communities

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	<ul style="list-style-type: none"> Improving take up of carer’s assessments by embedding the service at the First Point of Contact and improving the “offer” to carers by learning from their feedback; Developing new ways to capture unpaid carers’ satisfaction with the support available. 		
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Ref	Key Performance Indicator	Target
K2.19	The percentage of eligible carers who were offered a carer’s assessment	85%

Ensuring our services meet the needs of the most vulnerable

Ref	We will:	Lead Member	Lead Directorate
S2.12	<p>Support people with dementia to stay at home wherever possible by:</p> <ul style="list-style-type: none"> Reviewing best practice in supporting people with dementia to live in the community and using this to inform the commissioning of new framework arrangements for care homes; Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home; Implementing and embedding a learning network for care home providers to share good practice and learning regarding dementia care in order to improve quality across the care home sector. 	Cllr Norma Mackie	Adult Services, Housing & Communities

Ref	Key Performance Indicator	Target
K2.20	The percentage of Council staff completing Dementia Friends training	85%
K2.21	The number of over 75s new to residential care	No target, but year-on-year reduction

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Wellbeing Objective 3:

Supporting people out of poverty

Our priorities for delivering a stronger, fairer, greener Cardiff in 2024/25:

- Supporting those most impacted by the cost-of-living crisis
- Supporting people into work
- Continuing our Living Wage City ambition
- Embedding our new approach to preventing homelessness and ending rough sleeping

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What we will do to support people out of poverty

Supporting those most impacted by the cost-of-living crisis

Ref	We will:	Lead Member	Lead Directorate
S3.01	<p>Continue to support residents who are struggling financially by:</p> <ul style="list-style-type: none"> Ensuring that ongoing support is available which can be accessed in person, through the Adviceline, or by webchat or email; Promoting the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness; Continuing the legacy of Together For Cardiff, working with charities and businesses to develop a long-term model to support those in poverty. 	Cllr Peter Bradbury	Adult Services, Housing & Communities
S3.04	<p>Raise awareness of illegal money lending and support individuals to access responsible lenders and debt advice, rebuild their finances and make a sustainable transition to legal credit.</p>	Cllr Dan De’Ath	Economic Development

Ref	Key Performance Indicator	Target
K3.09	The number of customers helped with Universal Credit financial support	5,000
K3.10	Additional weekly benefit identified for clients of the Advice Team	£18,000,000

Supporting people into work

Ref	We will:	Lead Member	Lead Directorate
S3.02	<p>Support people into work by continuing to fill current, and deliver new, apprenticeships and trainee opportunities within the Council.</p>	Cllr Chris Weaver	Resources
S3.03	<p>Support more people into work:</p> <ul style="list-style-type: none"> Through the newly expanded Into Work Service, creating new bespoke employment and training packages to 	Cllr Peter Bradbury	Adult Services, Housing & Communities

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	<p>meet any new or emerging workforce demands in the city;</p> <ul style="list-style-type: none"> Working alongside major regeneration projects, including the new Indoor Arena, to support local people into the new jobs the projects create; Supporting people who are in work to secure higher paid and more sustained employment, through intensive in-work mentoring and upskilling. 		
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Ref	Key Performance Indicator	Target
K3.01	The number of new apprenticeship and trainee placements provided within the Council in year	100
K3.02	The total number of apprenticeship and trainee placements within the Council in year	150
K3.03	The number of Council posts filled through placements from Cardiff Works	2,800
K3.04	The number of interventions which supported people receiving into work advice through the Employment Gateway	60,000
K3.05	The number of clients who have received tailored support through the Employment Gateway and who secured work as a result of the support received	1,300
K3.06	The percentage of those supported through targeted intervention who ceased engagement with no verified positive destination	<10%
K3.07	The percentage of Into Work clients who identify as being from a Black, Asian or Minority Ethnic background	Monitor KPI, no target set
K3.08	The number of new employers which have been assisted by the Council’s employment support service	300

Continuing our Living Wage City ambition

Ref	We will:	Lead Member	Lead Directorate
S3.05	Play a leadership role in creating a Living Wage City by encouraging and supporting organisations to become accredited Living Wage employers.	Cllr Chris Weaver	Resources

Ref	Key Performance Indicator	Target
K3.11	The number of accredited real Living Wage employers in Cardiff	260
K3.12	The number of workers receiving a pay rise onto at least the real Living Wage	14,000

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Preventing homelessness whenever possible and ending rough sleeping

Ref	We will:	Lead Member	Lead Directorate
S3.06	<p>Continue to develop homelessness prevention services, resulting in high levels of successful prevention, by:</p> <ul style="list-style-type: none"> Reducing waiting time for prevention appointments and ensuring dedicated caseworkers for complex cases by effectively targeting resources; Carrying out a sympathetic publicity campaign highlighting the help available to those who are at risk of homelessness, with specific focus on seeking help early for maximum prevention support; Aligning the Prevention and Homeless Private Rented Sector Teams, formalising and promoting the private rented sector offer as an alternative solution to social housing, where affordable and available; Investigating how a rapid response could be created to provide wrap-around support to prevent homelessness for more complex cases. 	Cllr Lynda Thorne	Adult Services, Housing & Communities
S3.13	<p>Prevent youth homelessness and ensure that young people leaving care are supported by:</p> <ul style="list-style-type: none"> Further enhancing advice and mediation services, with particular regard to young people; Widening roll-out of targeted interventions and support for school-aged children and their families; Continuing to ensure the young person’s gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed; Developing new supported housing schemes for young people with complex needs including the scheme proposed for the Citadel site. 	Cllr Lynda Thorne	Adult Services, Housing & Communities
S3.12	<p>Ensure that the complex needs of homeless people are met by:</p>	Cllr Lynda Thorne	Adult Services, Housing & Communities

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	<ul style="list-style-type: none"> • Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move-on to mainstream services when appropriate; • Ensuring that appropriate health and support services are available in hostels and supported accommodation; • Enhancing the long-term partnership between health, third sector and other statutory services to ensure a holistic assessment centre that is fit for purpose and integrated into the health inclusion model; • Fully training staff and focusing on assertive re-engagement with those who may fall out of services as well as providing meaningful opportunities for residents to train and volunteer; • Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities. 		
S3.08	<p>Respond to the Housing Emergency declaration by:</p> <ul style="list-style-type: none"> • Consulting on proposed homelessness policy amendments and implementing any changes as appropriate; • Increasing Temporary Accommodation capacity to address homelessness pressures by: <ul style="list-style-type: none"> ○ Completing the Gasworks site scheme by May 2024; ○ Increasing the number of managed schemes to improve move-on into permanent accommodation; ○ Increasing the number of property purchases; ○ Working with Registered Social Landlord partners to increase accommodation; ○ Securing grant funding to deliver additional meanwhile use sites for 	Cllr Lynda Thorne	Adult Services, Housing & Communities

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	the rapid delivery of new temporary accommodation.		
S3.09	Improve access to the private rented sector and promote this to address housing need, through the Landlord Enquiry and Tenancy Service (LETS) and expansion of the Welsh Government Leasing Scheme.	Cllr Lynda Thorne	Adult Services, Housing & Communities
S3.11	Improve the quality of our Supported and Temporary Accommodation by: <ul style="list-style-type: none"> • Completing the phasing out of accommodation that no longer meets the required standards; • Reducing the use of hotel accommodation for families. 	Cllr Lynda Thorne	Adult Services, Housing & Communities

Ref	Key Performance Indicator	Target
K3.13	The percentage of households threatened with homelessness successfully prevented from becoming homeless	80%
K3.14	The percentage of people presenting to the homelessness service who are homeless on the day, without previously seeking prevention help	<40%
K3.15	The average waiting time for a homelessness prevention appointment	<7 days
K3.16	The number of additional properties on the Leasing Scheme Wales	40
K3.17	The total number of rough sleepers in the city (quarterly average)	<20
K3.18	The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	90%

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Wellbeing Objective 4:

Safe, confident and empowered communities

Our priorities for delivering a stronger, fairer, greener Cardiff in 2024/25:

- Leading the response to the Housing Emergency
- Investing in communities
- Ensuring children and adults are protected from risk of harm and abuse
- Creating safe and inclusive communities
- Promoting the Welsh language
- Supporting grass-roots and community sport across the city
- Delivering high-quality parks and public spaces

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What we will do to create safe, confident and empowered communities

Leading the response to the Housing Emergency

Ref	We will:	Lead Member	Lead Directorate
S4.02	<p>Expand the scale and pace of the Council house-building programme through all delivery routes by:</p> <ul style="list-style-type: none"> • Appointing a preferred development partner by December 2024 for a new Council-led commercial housing development partnership with the Vale of Glamorgan Council; • Ensuring that sufficient sites are identified to increase housing stock by at least 4,000 new homes overall, including the delivery of properties for rent or sale to keyworkers. 	Cllr Lynda Thorne	Adult Services, Housing & Communities
S3.10	<p>Deliver innovative housing solutions to address issues such as overcrowding, under-occupation, lack of family accommodation and lack of adapted properties by:</p> <ul style="list-style-type: none"> • Promoting mutual exchanges; • Providing tailored support to those who wish to downsize; • Expanding the use of modular extensions; • Reviewing the co-ordination and use of adapted and older persons accommodation. 	Cllr Lynda Thorne	Adult Services, Housing & Communities
NEW	<p>Undertake preparatory work necessary to achieve compliance with the new Welsh Quality Housing Standard 2023 by:</p> <ul style="list-style-type: none"> • Carrying out requirements in void properties from April 2024 to include flooring, water butts and water-reducing taps; • Implementing a new asset database; • Procuring arrangements for the new property pathway plan surveys; • Fully costing the requirements of the new WHQS requirements from April 2025. 	Cllr Lynda Thorne	Adult Services, Housing & Communities
NEW	<p>Continue to further improve tenants’ experience of the Responsive Repairs Unit by:</p> <ul style="list-style-type: none"> • Establishing enhanced tenant feedback opportunities and using this feedback to 	Cllr Lynda Thorne	Adult Services, Housing & Communities

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	<p>identify areas for improvement and implement corrective actions;</p> <ul style="list-style-type: none"> Expanding further the dedicated ‘Dry Homes’ team to address the increasing demand for handling damp and disrepair cases; Introducing the new Repairs Online solution; Further developing our Repairs Academy to ensure that our future workforce have the required skills to maintain our properties as new and emerging technologies are installed. 		
S4.07	<p>Work in partnership with Registered Social Landlords to maximise the amount of affordable housing that can be delivered through the Social Housing Grant Programme, including:</p> <ul style="list-style-type: none"> Implementing a five-year plan to build the specialist and supported accommodation required; Achieving a full spend of allocated Welsh Government funding; Maximising opportunities to secure additional monies. 	Cllr Lynda Thorne	Adult Services, Housing & Communities
S4.03	<p>Drive up standards in the private rented housing sector by:</p> <ul style="list-style-type: none"> Delivering the Welsh Government’s Rent Smart Wales scheme – an all-Wales registration and licensing scheme; Undertaking robust enforcement action to deal with rogue agents and landlords letting and managing properties. 	Cllr Lynda Thorne & Cllr Dan De’Ath	Resources and Economic Development
S4.04	<p>Work with homeowners and landlords to return empty properties back to use through engagement, support, consideration of varying the Council Tax premium scheme, and where necessary, taking appropriate enforcement action to deal with the worst long-term derelict empty homes.</p>	Cllr Lynda Thorne, Cllr Chris Weaver & Cllr Dan De’Ath	Economic Development and Resources
S4.09	<p>Improve fire safety in homes by:</p> <ul style="list-style-type: none"> Continuing to communicate and work with Council tenants to ensure high-rise buildings are safe and suitable for occupants; 	Cllr Lynda Thorne & Cllr Dan De’Ath	Adult Services, Housing & Communities, and

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	<ul style="list-style-type: none"> Continuing to deliver improvement measures including re-cladding and sprinkler installations in Council properties; Ensuring regular fire safety assessments are carried out and acted on in Council properties; Working with partner organisations including South Wales Fire & Rescue Service in regard to training and high-rise familiarisation events using Council high-rise blocks; Continuing to work with Welsh Government and stakeholder organisations in the development of their Building Safety Programme for medium and high-rise buildings in the private sector. 		Economic Development
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Ref	Key Performance Indicator	Target
NEW	The number of sites included in the approved Council development programme	Monitor KPI, no target set
NEW	Total number of new homes these sites can deliver	Monitor KPI, no target set
NEW	The number of new Council homes delivered in-year through all delivery routes	270
K4.03	Rolling total number of new homes delivered to date through all delivery routes	4,000
K4.04	Total number of new affordable housing units (Council and Housing Association) completed per annum	500
NEW	The percentage of emergency repairs completed on time (two hours)	95%
NEW	The percentage of urgent repairs completed on time (five working days)	70%
K4.05	The number of private rented sector properties where significant hazards (Category 1 and 2) have been removed following intervention by Shared Regulatory Services	Target to be based on 2023/24 outturn
NEW	The number of empty private sector properties brought back into use or additional dwellings created as a result of direct local authority action on empty homes	TBC in April 2024

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Investing in communities

Ref	We will:	Lead Member	Lead Directorate
S4.06	<p>Investigate and deliver future Community, Youth and Wellbeing Hubs with partners, including:</p> <ul style="list-style-type: none"> • Bringing forward plans for a Youth Hub in the city centre and agreeing a preferred option by May 2024; • Agreeing heads of terms and working in partnership with Cardiff & Vale University Health Board (UHB) on the Full Business Case for the new Health and Wellbeing Hub at Ely & Caerau by late 2024; • Commencing feasibility work with UHB to scope the potential for a partnership Riverside Hub; • Developing designs for new Hubs on strategic planning sites and larger housing and regeneration projects. 	Cllr Lynda Thorne	Adult Services, Housing & Communities

Ref	Key Performance Indicator	Target
K4.08	The amount of external funding secured to deliver regeneration initiatives in communities (including Section 106 monies for community facilities, Welsh Government grants, and health & social care grants)	£1m per annum
K4.09	The number of funding bids submitted per year to deliver regeneration initiatives in communities	4
K4.10	The number of in-person visits to libraries and Hubs across the city	1.5 million
K4.11	The number of virtual visits to our 24-hour digital library	2.5 million
K4.12	The number of physical books borrowed from libraries and Hubs across the city	1.6 million
K4.13	The number of digital books downloaded from our 24-hour digital library	1.1 million
K4.14	The number of page views on the Hubs website	320,000
K4.15	The percentage of customers who agreed with the statement ‘Overall the Hub met my requirements/ I got what I needed’	95%
K4.16	The number of visits (page views) to the volunteer portal	85,000

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K4.17	The number of hours given volunteering within Housing & Communities	18,000
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Ensuring children and adults are protected from risk of harm and abuse

Ref	We will:	Lead Member	Lead Directorate
S4.10	<p>Ensure that all people, however vulnerable, retain a voice in their care by:</p> <ul style="list-style-type: none"> Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control; Monitoring the recommissioned Advocacy Services to ensure the objectives set out in the Cardiff & Vale Advocacy Strategy are met; Increasing the use of direct payments by encouraging the development of micro-enterprises and the recruitment of Personal Assistants. 	Cllr Norma Mackie	Adult Services, Housing & Communities
S4.11	<p>Improve the support available to people with mental health issues by:</p> <ul style="list-style-type: none"> Supporting the University Health Board with their Community Transformation project and the review of services to meet the needs of those individuals who may not require formal care and support services; Reviewing the success of the Health and Wellbeing service within the Hubs, providing support and advice, and finding community solutions for individuals with low-level mental health issues; Identifying additional accommodation and support solutions to support people with mental health issues to move from residential/ hospital settings or similar unsuitable accommodation to live independently by developing a pipeline of additional supported schemes and recommissioning care services by March 2025; 	Cllr Norma Mackie	Adult Services, Housing & Communities

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	<ul style="list-style-type: none"> Developing proposals for improving the environment for Ty Canna Day Services for mental health, continuing to build on volunteer support, and completing the design in partnership with Ty Canna service user representatives to bring forward detailed proposals by September 2024. 		
S4.12	<p>Enhance the support available for people living with learning disabilities by:</p> <ul style="list-style-type: none"> Developing a Delivery Plan for Adults with a learning disability, setting out a range of proposals to ensure that individuals can live their best lives in their homes and communities by June 2024; Further developing the Complex Needs Day Service, ensuring that individuals with multiple and severe disabilities can access the community and bringing forward a preferred site and initial proposals for improved centre premises by September 2024; Improving and increasing overnight respite; Developing proposals for new accommodation and support options to promote independence and facilitate stepdown from residential care. 	Cllr Norma Mackie	Adult Services, Housing & Communities
S4.13	<p>Improve services for people with autism by:</p> <ul style="list-style-type: none"> Reviewing the effectiveness of training and ensuring all staff have access to the appropriate level of training to meet the needs of autistic people; Embedding the specialist neurodiversity service within Adult Services and reporting on outcomes. 	Cllr Norma Mackie	Adult Services, Housing & Communities
NEW	<p>Produce a Neurodivergent Friendly Strategy which ensures our services identify and meet the needs of neurodivergent citizens.</p>	Cllr Norma Mackie	Adult Services, Housing & Communities
S4.14	<p>Ensure children and adults are protected from risk of harm and abuse by:</p> <ul style="list-style-type: none"> Implementing the Regional Safeguarding Board’s Annual Plan; Continuing to develop and implement the Safeguarding Adolescents From 	Cllr Ash Lister & Cllr Norma Mackie	Adult Services, Housing & Communities, Children’s Services, and Performance & Partnerships

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	Exploitation (SAFE) Model during the year; <ul style="list-style-type: none"> Monitoring the adult safeguarding referrals received and develop a proactive multi-agency response to re-occurring issues. 		
S4.15	Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including: <ul style="list-style-type: none"> Promoting health screenings; Promoting the take-up of vaccinations; Combatting childhood obesity. 	Cllr Julie Sangani	Adult Services, Housing & Communities, and Performance & Partnerships
S4.16	Work with Cardiff & Vale University Health Board (UHB) and Public Health Wales to improve access to services by: <ul style="list-style-type: none"> Contributing to a partnership approach to improve community-based services to prevent hospital admissions; Supporting work by Cardiff & Vale UHB to improve health support available to marginalised groups including refugees, asylum seekers, prison leavers and the homeless population including rough sleepers. 	Cllr Julie Sangani & Cllr Norma Mackie	Adult Services, Housing & Communities

Ref	Key Performance Indicator	Target
K4.18	The number of individuals with mental health issues/ learning disabilities who have been supported to step down to greater independence	Monitor KPI, no target set
NEW	The number of adults in need of care and support using the Direct Payments scheme	Baseline being set
K4.19	The number of adult protection enquiries received	Not appropriate to set target
K4.20	The percentage of adult protection enquiries completed within seven days	99%
NEW	The percentage of actions for the Council generated by practice review recommendations progressed to completion in the 12 months post-publication	60%
NEW	The percentage of green RAG-rated actions for the Council in the Regional Safeguarding Board’s self-assessment	80%
NEW	The percentage of corporate safeguarding self-assessments completed by Council directorates	100%

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NEW	The percentage of actions generated from self-assessment progressed to completion at year-end	80%
K4.21	The percentage of Council staff completing safeguarding awareness training	85%

Creating safe and inclusive communities

Ref	We will:	Lead Member	Lead Directorate
S4.17	Work as part of Shared Regulatory Services (SRS) to safeguard the health, safety and economic wellbeing of consumers, businesses and residents through work on environmental health, trading standards and licensing as detailed in the SRS Business Plan 2024/25.	Cllr Dan De’Ath	Economic Development
S4.18	Lead a targeted multi-agency problem-solving approach to localised complex anti-social behaviour hotspots.	Cllr Lynda Thorne	Performance & Partnerships
NEW	Deliver the objectives of the Cardiff Violence Prevention Strategy and evaluate progress at the end of 2025.	Cllr Lynda Thorne	Performance & Partnerships
S4.20	Deliver the Violence against Women, Domestic Abuse and Sexual Violence Strategy 2023-26 with partners.	Cllr Lynda Thorne	Adult Services, Housing & Communities
S4.21	Recommission the specialist Violence against Women, Domestic Abuse and Sexual Violence service provision by March 2025.	Cllr Lynda Thorne	Adult Services, Housing & Communities
S4.22	Work with public and private sector partners to deliver the four areas of the national CONTEST Strategy (Prevent, Protect, Prepare, Pursue) in order to keep Cardiff safe from the threat of terrorism.	Cllr Lynda Thorne	Performance & Partnerships
S4.23	Continue to lead a city-wide response to welcome refugees and asylum seekers, including: <ul style="list-style-type: none"> Supporting access to accommodation, education, employment and health services; Managing the impact of accelerated asylum dispersal; Developing an enhanced advice and support service for refugees and asylum seekers; Working with Welsh and UK Governments to ensure equity of funding and deliver a Wales-wide approach. 	Cllr Julie Sangani	Performance & Partnerships

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Ref	Key Performance Indicator	Target
K4.22	The percentage of residents who are satisfied with the level of anti-social behaviour in their neighbourhood	Monitor KPI, no target set
K4.23	The percentage of Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	85%

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