

APPENDIX 1 - Cardiff's Corporate Plan 2020-23 relevant to CASSC . Pink – Falls to Cllr Elsmore: Social Services, Peach falls to Cllr Elsmore: People & Communities, Green falls to Cllr Thorne, Housing & Communities and Blue is shared between both Cabinet Members.

Cardiff's Corporate Plan 2020-23

Capital Ambition Priority: Working for Cardiff

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

Capital Ambition Priority: Working for Wales

5. A capital city that works for Wales

Capital Ambition Priority: Working for the Future

6. Cardiff grows in a resilient way

Capital Ambition Priority: Working for Public Services

7. Modernising and integrating our public services

Well-being Objective 2:

Cardiff is a great place to grow older

Work with people with care and support needs, helping them to live the lives they want to lead

Steps	Lead Member	Lead Directorate
Fully implement enabling support and care using a new model of intermediate tier care and support by March 2021 to include: <ul style="list-style-type: none"> • New model of Community Resource Teams; • Single point of access; • New model of residential reablement. 	Cllr Susan Elsmore	Social Services
Commence the phased implementation of the new way of delivering domiciliary care by November 2020 that fully reflects local and community provision and the priorities of the Older Persons Housing Strategy.	Cllr Lynda Thorne & Cllr Susan Elsmore	Social Services
Deliver the Older Persons Housing Strategy to support independent living , fully understanding older people's housing needs and aligning work between Council and Health Services including: <ul style="list-style-type: none"> • Working to build and refurbish 'care-ready' schemes for older people; • Continuing the development of person-centred information, advice and assistance for older people and those with disabilities; including the development of performance measures for the service; • Developing innovative models of care, support and nursing services. 	Cllr Lynda Thorne & Cllr Susan Elsmore	People & Communities, and Social Services
Continue the work on complex hospital discharge with partners through an integrated multi-agency approach to reduce the number of people experiencing failed or delayed discharge	Cllr Susan Elsmore	Social Services
Address social isolation and enhance quality of life of older people by developing community co-ordination, enhancing inter-generational working with schools, Hubs, community groups, and private sector partners.	Cllr Susan Elsmore, Cllr Lynda Thorne & Cllr Sarah Merry	People & Communities, and Education & Lifelong Learning

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Become a Dementia Friendly and an Age Friendly City

Steps	Lead Member	Lead Directorate
<p>As a Dementia Friendly City, support those affected to contribute to, and participate in, mainstream society by:</p> <ul style="list-style-type: none"> • Undertaking Dementia Friends training across the Authority with the aim of 100% compliance amongst Council staff by April 2021; • Developing a school engagement programme to encourage more intergenerational activities and events; • Encouraging businesses to become Dementia Friendly by delivering the Council's awareness and engagement programme; • Developing a dementia-focused website by April 2020 to support those with dementia, carers, families as well as businesses who want to better support those with dementia; • Delivering locality-focused dementia awareness events. 	Cllr Susan Elsmore	Social Services

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Key Performance Indicators

Indicators which tell us if the Council is delivering effectively

Work with people with care and support needs, helping them to live the lives they want to lead

Indicator	Target
The percentage of clients who felt able to live independently in their homes following support from Independent Living Services.	95%
The number of people who accessed the Community Resource Team.	2,000
The total hours of support provided by the Community Resource Team.	60,000
The number of people in residential care aged 65 or over per 10,000 population.	100
The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services.	70-80%
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date).	185
The % of people who feel reconnected into their community through intervention from Day Opportunities team	85%
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	4.9

Become a Dementia Friendly and an Age Friendly City

Indicator	Target
The percentage of Council staff completing Dementia Friends training.	100%
The number of businesses pledging their commitment to work towards becoming Dementia Friendly.	80
The number of Dementia Friendly City events held.	300

Well-being Objective 3:

Supporting people out of poverty

Help People into Work

Steps	Lead Member	Lead Directorate
<p>Continue to ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:</p> <ul style="list-style-type: none"> Ensuring all Hub staff are able to support with claims for Universal Credit; Implementing measures to help private landlords with the changes associated with Universal Credit; Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need. 	Cllr Lynda Thorne	People & Communities
<p>Deliver a new skills hub in the city by May 2020 to provide on-site construction skills, apprenticeships and employment within the sector.</p>	Cllr Lynda Thorne	People & Communities

End rough sleeping

Steps	Lead Member	Lead Directorate
<p>Continue to deliver the Rough Sleeper Strategy, and the Homelessness Strategy, to address rough sleeping in the city by:</p> <ul style="list-style-type: none"> Taking forward the Strategic Review of services for single homeless; Reviewing and improving emergency accommodation, continuing to ensure no one has to sleep out in Cardiff; Extending the capacity of the Housing First schemes using both social and private rented sector homes and developing plans to make the scheme sustainable; Further developing and monitoring the effectiveness of the multi-agency team around rough sleepers including substance misuse, probation and mental health services. 	Cllr Lynda Thorne	People & Communities
<p>Develop a training and activities centre for single homeless people to divert them from street culture by providing a range of meaningful activities and commence the service by September 2020.</p>	Cllr Lynda Thorne	People & Communities

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Key Performance Indicators

Indicators which tell us if the Council is delivering effectively

Help People into Work

Indicator	Target
The number of customers supported and assisted with their claims for Universal Credit.	1,500
Additional weekly benefit identified for clients of the City Centre Advice Team.	£14,000,000
The number of hours given volunteering within the Advice & Benefits Service.	6,500

End Rough Sleeping

Indicator	Target
The percentage of households threatened with homelessness successfully prevented from becoming homeless.	80%
The number of multi-agency interventions which supported rough sleepers into accommodation.	168
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service.	75%
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken.	70%

Well-being Objective 4:

Safe, confident and empowered communities

Step	Lead Member	Lead Directorate
Work to end the city's housing crisis by driving up the standards in the private rented housing sector and in the city's high-rise buildings by taking enforcement action against rogue agents and landlords letting and managing properties.	Cllr Lynda Thorne	People & Communities
Invest in the regeneration of local communities by: <ul style="list-style-type: none"> • Completing Phase 2 of the Maelfa redevelopment scheme by September 2021 • Implementing improvement schemes for existing housing estates across the city based on the priorities identified in the current Estate Regeneration Programme and designing a new programme to co-ordinate with wider new housing initiatives in and around existing communities; • Securing Welsh Government Targeted Regeneration Investment Programme funding to deliver regeneration initiatives in the South Riverside Business Corridor; • Submit an outline planning application for the Channel View Regeneration Scheme by October 2020 • Delivering projects identified in the three-year programme for Neighbourhood Renewal Schemes based on ideas submitted by Ward Members. 	Cllr Lynda Thorne	People & Communities
Continue to deliver the Community Hubs programme, in collaboration with partners, including: <ul style="list-style-type: none"> • Progressing plans for Youth Hubs in the City Centre, Butetown and Ely; • Working with the Health Board on the Cardiff Royal Infirmary, Maelfa Hub and other Hubs within the North District; • Ensuring people are connected with local service providers and activities in their neighbourhood through Community Inclusion Officers. 	Cllr Lynda Thorne	People & Communities

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<p>Create safe and cohesive communities by:</p> <ul style="list-style-type: none"> • Implementing with partners a targeted approach to tackling crime and anti-social behaviour in Butetown and Splott as identified priority areas in 2020. • Working in partnership with the newly established Violence Prevention Unit at South Wales Police to develop a preventative approach to tackling violence and organised crime by March 2021. • Strengthening governance and delivery arrangements in the Youth Offending Service by May 2020, implement new approaches to reduce offending and reoffending rates by January 2021 • Delivering the actions identified in the Cardiff & Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 including the launch of a regional service for male victims by September 2020. • Implement the Welsh Government's Community Cohesion Delivery Plan. • Implement the Cardiff PREVENT Strategy by 2021. 	<p>Cllr Lynda Thorne</p>	<p>People & Communities</p>
<p>Work with people with care and support needs, helping them to live the lives they want to lead by:</p> <ul style="list-style-type: none"> • Continuing the implementation of a strengths-based approach to social work practice to put individuals, families and communities at the centre of their own well-being by: <ul style="list-style-type: none"> - Continuing to implement Signs of Safety to embed strengths-based/safety-focussed approach to practice in partnership with families to support children to remain at home - Striving for excellence in practice by establishing and embedding strengths-based practice in Adult Services • Completing the move to locality working for all adult social services by 2023, aligning with primary, community and third sector services, with phase 1 completed by November 2020 • Adopting a new Adult Services Strategy by June 2020. 	<p>Cllr Susan Elsmore</p>	<p>People & Communities</p>
<p>Address specific health needs within targeted communities by working with partners to implement the 'Healthier Wales' proposals by 2021</p>	<p>Cllr Susan Elsmore</p>	<p>People & Communities</p>
<p>Develop and deliver enabling support and care by assisting people with disabilities and mental health issues to be more independent by:</p> <ul style="list-style-type: none"> • Embedding an all-age disability approach by March 2021; • Analysing the Learning Disability Provision and the current demand levels to inform future commissioning and build programmes by October 2020; 	<p>Cllr Susan Elsmore</p>	<p>People & Communities</p>

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<ul style="list-style-type: none"> Working with the Police and Crime Commissioner to determine how pathways for people experiencing mental health issues can be improved by March 2021. 		
<p>Ensure children and adults are protected from risk of harm and abuse by:</p> <ul style="list-style-type: none"> Implementing the Exploitation Strategy to encompass new and emerging themes of child and adult exploitation by March 2021; Embedding the new All Wales Safeguarding Procedures by March 2021 – in consultation with staff and partners – to ensure that adults and children at risk are protected from harm. Making significant progress across all Council directorates to address actions identified in corporate safeguarding self-evaluations by March 2021. 	Cllr Graham Hinchey	People & Communities
<p>Continue to lead an inclusive and open city to migrants, refugees and asylum seekers by co-ordinating local support and information to enable EU citizens to access the EU Settlement Scheme by January 2020.</p>	Cllr Susan Elsmore	People & Communities

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Key Performance Indicators

Indicators which tell us if the Council is delivering effectively

Tackle the Housing Crisis

Measure	Target
Total number of new Council homes completed and provided.	650 cumulative

Invest in local communities

Measure	Target
The percentage of residents satisfied with completed regeneration projects.	90%
The number of visitors to libraries and Hubs across the city.	3,300,300
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'.	95%

Ensure children and adults are protected from risk of harm and abuse

Measure	Target
The percentage of Council staff completing Safeguarding Awareness Training.	100%
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.	100%
The percentage of high-risk domestic abuse victims referred by South Wales Police attempted contact by the specialist service within one calendar day of receiving the referral.	90%
The percentage of adult protection enquiries completed within seven days.	99%